



## **Job Posting: Program Assistant - Compton**

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**Location:** Compton

**Classification/Status:** Non-Exempt/ Full-Time

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### **About The Guidance Center (TGC):**

The Guidance Center is a private, nonprofit community agency incorporated in California in 1946. We operate four mental health service delivery sites in southeast LA County, including Long Beach, San Pedro, Compton, and Avalon (Catalina Island). The mission of TGC is to provide comprehensive mental health treatment to our community's most disadvantaged children and their families struggling with mental illness and abuse, leading them toward a positive and productive future. TGC offers a competitive benefits package including medical, dental, vision, 403b with employer match, vacation, and 14 paid holidays.

### **Summary Statement:**

Exhibit good interpersonal skills by using excellent communication skills, both orally and in writing, as the Program Assistant will serve as the face and voice of the agency. Greets clients, visitors and agency representatives either in person or by telephone contact, with a professional, knowledgeable, helpful presence, in which information and messages can be relayed in an effective and efficient manner. Must understand and maintain client, employee and program confidentiality and be able to exercise a common-sense approach in carrying out directions and instructions, both written and oral and in handling routine office problems. Maintaining a high level of professional, service-oriented behavior when relating to coworkers, clients, internal and external callers. Must be flexible and willing to learn, especially in the area of mental health clients in a non-profit environment. Must possess ability to handle multiple tasks and shift priorities on a moment's notice to support changing needs of department.

Regular attendance is an important factor in employee's job performance and is essential for receptionists in order for The Guidance Center's efficient operations. When Program Assistant is absent, schedules and commitments fall behind, the timely and efficient answering of telephones, and greeting and signing in and out clients, visitors and other guests who enter the reception area is impacted and other employees must assume added workloads. Employees are required to report to work as scheduled and on time and to contact his/her supervisor as soon as feasible to report an anticipated absence.

### **Qualifications:**

Must possess a high school diploma or equivalent with specialized training in communications, office work or related subjects desirable. Good written and verbal command of the English language, with equal proficiency in Spanish required. One-year front office experience is required. Bilingual Spanish/English a must.

Computer literate in Microsoft Office programs, such as Word, Excel and Outlook. Depending on position within the agency, may be required to have experience in or possess the ability to learn, PowerPoint, Publisher, Access or related database management software. Must understand how to use basic office equipment including telephones, computers, printers, copy machines and fax machines.



Must have vehicle and maintain a valid CA driver's license and automobile insurance, or other reliable transportation to travel to cities in Long Beach, San Pedro, Compton, or other areas in which the Center has business. Travel may also include travel by charter boat to the Island of Catalina in Avalon.

**Duties (but not limited to):**

1. Greets and signs in and out all clients, visitors and other guests who enter the waiting area, answers questions, takes complaints, and relays such information to the appropriate program staff. Notify staff when guest present for appointments.
2. Serve as Spanish/English translator between clients and staff and with psychiatrist as needed.
3. Ensure lobby area is clean and presentable to clients and staff. Ensure lobby material is stocked and advise Office Manager if supplies are needed.
4. Assist with enrolling new clients in the Welligent and Department of Mental Health's Integrated System, verifying Medi-Cal eligibility, completing administrative quality control reviews of documentation in client records and processing various reports
5. On a monthly basis, complete the monthly log reports (disclosures, change of provider and language/culture) and forward to the Quality Assurance department.
6. Represents the agency to external and internal callers and in-person visitors. Answers telephones, responds to request for information and route calls appropriately as well as record messages and distribute accordingly.
7. Manages scheduling of appointments for psychiatrist as directed including making appointment reminder calls. Once client present to reception checking them for their appointments using the Welligent electronic record system and scheduling them for subsequent psychiatric appointments as requested by psychiatrist. If there is any upcoming paperwork due, notify client, psychiatrist, or clinician accordingly.
8. Assist in processing new referrals including scheduling intakes through centralized scheduling, completing intake paperwork appointments, and opening new clients.
9. Complete Welligent chart updates as needed including scanning of paper documents into charts, processing change of records, and closing out clinical charts in Welligent.
10. Processes all out of agency requests for records through receiving the request, passing the request on to the clinician/supervisor, and following up to ensure proper and timely response to records requests.
11. Distributes incoming mail and packages upon receipt. If items are too large for a staff member's mail receptacle, call member to retrieve item from reception area or designated location.



12. Coordinate with users to reserve treatment rooms including Pre-Docs and Cal Works. May also perform ad hoc clerical duties as needed, including but not limited to basic office duties such as photocopying, faxing and typing correspondence.
13. Understands and keeps abreast of all postal regulations, including keeping track of postage costs in order to place appropriate amount of postage on outgoing letters and packages using the agency's postal machine.
14. May be asked to deliver or pick-up important documents from/to other agencies in the greater Long Beach/downtown Los Angeles areas.
15. Knowledgeable of, or possess the ability to learn and adhere to the prevailing governmental laws and regulations regarding employee/patient's rights to confidentiality and limits thereof including compliance with HIPAA, federal and state laws.
16. Attends and participates on committees as requested and in job-related seminars, workshops, and webinars as required to maintain proficiency in designated field of employment. Participation is also required in program-specific and Center-wide meetings, including staff meetings and retreats/trainings. As a member of The Guidance Center, there is also a requirement to keep abreast of HIPAA security rules, and relevant regulatory body's administrative, physical, technical and security guidelines and laws as relevant to scope of responsibilities.

#### **Equal Employment Opportunities:**

The Guidance Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion (including religious dress and grooming practices), gender, sexual orientation, gender identity, national origin, age, disability, pregnancy (including breastfeeding and conditions related to breastfeeding), genetic information, marital status, ancestry or status as a covered veteran in accordance with applicable federal, state and local laws. The Guidance Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. We are firmly committed to maintaining a work setting in which people of diverse backgrounds and lifestyles may grow personally and professionally. The Guidance Center expressly prohibits any form of unlawful employee harassment based on an individual's race, ancestry, color, religion (including religious dress and grooming practices), national origin, marital status, sex (including sexual harassment and gender identity), sexual orientation, disability (physical or mental including HIV/AIDS diagnosis), pregnancy (including breastfeeding and conditions related to breastfeeding), medical condition (cancer and genetic characteristics), age (40 or over), military and veteran status, or exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation. Improper interference with the ability of The Guidance Center employees to perform their expected job duties is absolutely not tolerated.

#### **How to Apply:**

For immediate consideration, please submit resume to [humanresource@tgclb.org](mailto:humanresource@tgclb.org)