



Career Opportunity

- Posting Date: 2/10/2012
- External Closing Date: 2/26/2012
- Position: Consumer Support Associate
- Classification: Non-Exempt
- Status: Part-time (30 hrs)
- Division/Department: Clinical Services/Access
- Reports To: Access Crisis Services Supervisor
- Supervises: n/a

General Summary and Essential Functions:

Under the direction of the Access Crisis Services Supervisor, the position of the Consumer Support Associate is to support consumers in accessing services as well as supporting Access Clinicians in completing all tasks related to ensuring timely services to consumer. The Consumer Support Associate will work within the Access Center to support consumers in accessing services through transportation assistance as well as supporting consumers during Access interventions as needed

- Provide welcoming environment for consumers as well as support at the Access Center.
- Promote engagement of new consumers with crisis services and after care treatment through transportation services.
- Provide support to Access Clinicians in regard to paperwork completion, data entry, and other tasks as needed.
- Provide follow up with consumers to ensure successful engagement with referral sources and services recommended at the Access Center.

- Provide after hours on-call crisis coverage, as assigned.

Job Specifications (Knowledge, Skills, and Abilities):

- High School Diploma or equivalent, required.
- Knowledge of HIPAA (Health Insurance Portability Accountability Act) Compliance, preferred.
- Knowledge of, or experience working with, persons who have a mental illness, physical illness, and/or co-occurring disorder.
- Experience in crisis intervention preferred.
- Ability to manage multiple tasks independently.
- Proficient in computer applications including Microsoft Office Suite (Word, Excel, Outlook), Electronic Medical Record, LifeWays Intranet and Internet applications.
- Excellent organizational and time management skills.
- Excellent communication skills.
- Experience using office equipment, including: VOIP desktop telephone, copier, fax machine, scanner, laser printer, and computer
- A valid Michigan motor vehicle operator's license is required, as well as the use of a vehicle as needed.
- Must have acceptable driving record with proof of required insurance.
- Must obtain chauffer's license within 10 days of hire.
- Availability to work nights and weekends.

Excellent salary, benefits, plus a flexible team environment. Please submit cover letter/resume to Kerry Klee-Tiesman, HR Director, 1200 N. West Ave., Jackson, MI 49202 or email hr@lifewayscmh.org. No phone calls. Deadline to apply 2/26/2012. EOE