

## **Mental Health America of Northeast Indiana**

### **Job Description**

<b>Position Title:</b>	Program Specialist – Certification Program
<b>Reports to:</b>	Director of Community Services
<b>Status:</b>	Non-Exempt, Full- or Part-Time
<b>Hourly Rate:</b>	\$14.00 - \$16.00/hour

#### **GENERAL PURPOSE**

The Program Specialist (PS) will provide administrative support and customer service relating to the state certification for Community Health Workers and Certified Recovery Specialists (CHW/CRS). This will include processing applications, managing participant records, scheduling, and communicating with CHW/CRS training participants and facilitators. The PS will assist CHW/CRSs in obtaining certification and renewing certifications annually. The PS will work with other members of MHANI's Community Services team to coordinate the provision of educational services, such as trainings and community events.

#### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Provides administrative support for the department Director, Managers, and Coordinators as needed.
- Prioritizes work according to departmental needs; determines workflow problems and develops solutions.
- Receives, sorts, analyzes, and summarizes material for the preparation of reports; maintains department records.
- Prepares advanced word processing, spreadsheet, and presentation documents as assigned including manuals, brochures, reports, budget documents, and PowerPoint presentations.
- Provides excellent customer service to clients and training participants who may communicate with the PS by phone or email
- Assists with evaluation and feedback survey data entry for the purpose of reporting to funders and assessing program impact and quality
- Accepts and performs other work as assigned.
- Travel requirements (0%-25%)

#### **QUALIFICATION REQUIREMENTS:**

- Minimum: High School diploma or equivalent plus additional specialized training in administration, office management, business or related field from an accredited college; and 3 years of progressively responsible administrative experience. Preferred: Associate's degree or higher in a related field
- Considerable knowledge of office record keeping and reporting practices and procedures; proficient with the MS Office software.
- Skill in the operation of office equipment including photocopy machines and personal computers utilizing word processing and spreadsheets. Skill in taking and transcribing oral and written material.
- Ability to interpret program policies and procedures; ability to independently plan, organize and carry out work assignments; ability to analyze and prepare fiscal, financial

and statistical records and reports; ability to communicate effectively both orally and in writing; ability to maintain positive business relationships with other employees, agencies and with the public; ability to work with information that is both sensitive and confidential in nature.

**PHYSICAL DEMANDS**

While performing the duties of this position, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands to operate, handle or feel office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and to occasionally lift up to twenty pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not construed as an exhaustive list of all job duties or specific tasks performed by the employee so assigned.

I understand and accept the responsibilities described above.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_