



# Center for Human Services

*Building a stronger community...one family at a time.*

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## **Job Announcement**

### **BILINGUAL ADMINISTRATIVE SUPPORT SPECIALIST – BOTHELL OFFICE**

Want to join an innovative community-based organization at a time of growth? Center for Human Services (CHS) is seeking the right person to join our team at our new office space in Bothell. We offer our staff an EXCELLENT benefit package and supportive working environment.

We are seeking a bilingual administrative support specialist to work with a team of mental health therapists and community outreach specialists to provide services to children, youth, adults and families in Bothell, WA. This position will be the receptionist and provide administrative support to the staff and programs of our new location in Bothell (12900 NE 180<sup>th</sup> St.) Full-time, 40 hours per week – Monday through Friday – 9:00am – 5:30pm. Salary starting at \$22/hour. Bilingual in English and Spanish to best serve our clients and participants.

#### Job Requirements:

- Associate degree in business, clerical or related background or High School or GED certificate with a minimum of two years of clerical/admin experience
- Bilingual in Spanish/English (Basic conversational Spanish as the site will serve Spanish speaking families)
- Previous experience in the behavioral health and/or medical field preferred
- Ability to work independently, problem-solve and prioritize responsibilities
- Ability to multi-task
- Detail orientated, with strong organizational skills
- Proficient computer skills using basic programs
- Passes a criminal background check
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Experience and demonstrated ability to successfully work within a diverse cultural setting and provide culturally competent services
- Ability to work cooperatively as part of a team
- Ability to work in an unstructured and unpredictable setting; ability to adapt to change
- Sense of humor

To apply, send resume and cover letter to [jobopportunities@chs-nw.org](mailto:jobopportunities@chs-nw.org)

## **Job Description**

### **BILINGUAL ADMINISTRATIVE SUPPORT SPECIALIST – BOTHELL OFFICE**

#### **GENERAL DESCRIPTION**

The Administrative Support Specialist assists with daily operations of our new office space in Bothell that hosts staff and services that include mental health counseling and family support services. Duties will include, but are not limited to: answering phone calls, assorted clerical tasks, scheduling of clients and participants, and overall administrative support for the site's mental health therapists and community outreach specialists. This is a non-exempt position. Reports to the Bothell Mental Health Department Manager.

#### **MAJOR RESPONSIBILITIES – Specific for this position**

- Staff reception desk and phones and provide general oversight of the office
- Greet clients, participants and guests
- Schedule ongoing appointments with clients for mental health counseling



Behavioral Health & Family Support  
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Serving the community since 1970

- Support the administrative needs of programs with tasks such as: faxing, filing, receiving payments from clients, ordering supplies, organizational tasks, processing incoming and outgoing mail, data collection and generating reports for leadership, etc.
- Create and maintain a calendar to track deadlines
- Support quality assurance reviews to ensure client and therapist measurement tools have been administered and processed
- Assist with mental health audits
- Complete other clerical tasks as assigned
- Accurate data collection and documentation in an Electronic Health Record
- Be trained as a Family Support Community Outreach Specialist to assist families as needed
- Help staff with computer related questions and work with our IT vendor (and others such as Credible Help Desk) to problem solve any IT related issues for office
- Accurate data collection and documentation in an Electronic Health Record
- Participate in new hire orientations and training
- Have a passion for working in and for the community with a focus on mental health and family wellness
- Demonstrate commitment to providing a welcoming environment that reflects diversity, equity, and inclusion and personally engaged in learning and growth related to social justice, race, power, and privilege.
- Participate in required agency and community meetings
- Supervise non-professional volunteers and track volunteer hours
- Provide a safe, clean, and healthy environment by implementing processes and procedures for the site

### **MAJOR RESPONSIBILITIES – Agency in general**

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally sensitive approach that is integrated with other services
- Participate in creating and maintaining a workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- Have prompt and consistent attendance during scheduled working hours
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics
- Perform all other tasks as assigned by the supervisor, manager, or a director that furthers the success of programs and/or the agency

### **MINIMUM REQUIREMENTS**

- Associate degree in business, clerical or related background or High School or GED certificate with a minimum of two years of clerical/admin experience
- Bilingual in Spanish/English (Basic conversational Spanish as the site will serve Spanish speaking families)
- Previous experience in the behavioral health and/or medical field preferred
- Ability to work independently, problem-solve and prioritize responsibilities
- Ability to multi-task
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CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education and support to children, youth, adults, and families

Our Values: Embrace equity, inclusion, and diversity, provide accessibility, champion collaboration, demand accountability, personify integrity, and have fun.