



# Center for Human Services

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

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## **Job Announcement**

### **MENTAL HEALTH PROGRAM ADMINISTRATOR**

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right program administrator to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid (prorated if part-time) health, vision, dental, life, long-term disability insurance, and 403b with match, as well as generous leave package.

The Mental Health Administrator provides high-level operational, analytical, and administrative support to the Director and the Mental Health Leadership Team. This role supports the sustainability and effectiveness of the Mental Health Department by tracking key performance indicators. The MH Administrator serves as a central coordination point across managers and administrative staff to ensure operational processes remain organized, compliant, and aligned with departmental goals. This position supports leadership decision-making through data tracking, grant management, reporting, and coordination of leadership initiatives. The role also assists with departmental quality assurance processes, staff onboarding systems, and performance tracking while serving as a liaison between the Mental Health Department, Human Resources, and administrative teams. In the absence of the Director, the Program Administrator may serve as an operational point of contact to help maintain continuity of communication, and project follow-through. This role does not provide clinical supervision or make clinical decisions. The MH Program Administrator reports to the Mental Health Department Director. This is a full-time, non-exempt position with a salary range of \$61,000.00 - \$64,000.00 a year depending on years of experience

#### Requirements:

- Bachelor's degree preferred in Healthcare Administration; Public Health; Psychology; Social Work; Business Administration; Nonprofit Management; Or related field
- Provide high-level administrative and operational support to the Director and Mental Health Leadership Team.
- Prepare quarterly and annual reports required by funding agencies
- Assist with grant writing and application preparation in collaboration with the MH Managers and MH Director
- Participate in Mental Health Leadership Team meetings
- Promote accountability and consistency across teams through organized monitoring systems
- General computer skills in Outlook Email, Excel, Word
- Experience working with an electronic medical record
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Ability to work cooperatively as part of a team
- Ability to bring a spirit of camaraderie to your professional relationships

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.



Behavioral Health & Family Support  
[www.chs-nw.org](http://www.chs-nw.org)  
Serving the community since 1970

We welcome and encourage applications from people of all races, ethnicities, genders, sexual orientations, ages, abilities, religions, backgrounds and lived experiences. Our organization values diverse perspectives and ways of working. Please feel encouraged to apply even if you do not meet all listed qualifications. CHS is committed to an inclusive workplace that provides reasonable accommodations and flexible work arrangements. Reach out and let us know if you need accommodations at any stage of the application or employment process.

To apply, send resume and cover letter to [jobopportunities@chs-nw.org](mailto:jobopportunities@chs-nw.org). Full job description can be found below:

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## **Job Description**

### **MENTAL HEALTH PROGRAM ADMINISTRATOR**

#### **GENERAL DESCRIPTION –**

The Mental Health Administrator provides high-level operational, analytical, and administrative support to the Director and the Mental Health Leadership Team. This role supports the sustainability and effectiveness of the Mental Health Department by tracking key performance indicators. The MH Administrator serves as a central coordination point across managers and administrative staff to ensure operational processes remain organized, compliant, and aligned with departmental goals. This position supports leadership decision-making through data tracking, grant management, reporting, and coordination of leadership initiatives. The role also assists with departmental quality assurance processes, staff onboarding systems, and performance tracking while serving as a liaison between the Mental Health Department, Human Resources, and administrative teams. In the absence of the Director, the Program Administrator may serve as an operational point of contact to help maintain continuity of communication, and project follow-through. This role does not provide clinical supervision or make clinical decisions. This is a full-time, non-exempt position who reports to the Mental Health Department Director.

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

##### **Operational & Strategic Support**

- Provide high-level administrative and operational support to the Director and Mental Health Leadership Team.
- Assist in maintaining efficient department operations and alignment with organizational goals.
- Track departmental service utilization and billable service data across teams to support sustainability and planning.
- Meet with managers to review data, identify trends, and support problem-solving.
- Assist the Director in monitoring budget indicators and departmental purchasing activity.
- Support the hiring process by preparing materials, collaborate with MH Managers and HR and assisting with onboarding logistics.
- Maintain updated organizational charts and department documentation as staffing changes occur.

##### **Data Tracking, Reporting & Analytics**

- Maintain systems for tracking key departmental metrics including:
  - Billable services and utilization
  - Grant staffing matrices
  - Employee evaluations and onboarding milestones
- Compile operational and program data to support leadership decision-making.
- Prepare reports, summaries, and data presentations for leadership meetings and strategic planning.
- Monitor and assist managers resolve electronic health record (EHR) errors.
- Identify trends or concerns in operational data and elevate them to the Director and leadership team.

##### **Grant Management & Reporting**

- Track all Mental Health Department grants including timelines, deliverables, staffing allocations, and reporting requirements.



- Prepare quarterly and annual reports required by funding agencies.
- Assist with grant writing and application preparation in collaboration with the MH Managers and MH Director.
- Monitor grant compliance and ensure leadership teams meet grant deliverables.

### **Leadership Team Coordination**

- Participate in Mental Health Leadership Team meetings.
- Record and distribute meeting notes and track follow-up items.
- Monitor progress on leadership priorities and departmental events and projects.
- Provide relevant data and updates to support leadership discussions and decisions.

### **Staff Systems & Accountability**

- Develop and maintain systems to track key staff processes including:
  - New employee onboarding completion
  - 90-day check-ins
  - Annual employee evaluations
  - Performance improvement plan timelines
- Create tracking structures and reminders to support managers in completing required processes.
- Promote accountability and consistency across teams through organized monitoring systems.

### **Communication & Department Coordination**

- Serve as a communication bridge between the Director, MH Managers, and MH Administrative staff.
- Coordinate information flow across the Mental Health Department.
- Ensure important operational updates, deadlines, and projects remain visible to leadership.
- Help prevent operational issues from falling through the cracks through strong follow-up and organization.

### **Acting Operational Support (When Director Is Unavailable)**

- Serve as an operational point of contact for department coordination when the Director is unavailable.
- Assist with facilitating leadership meetings as needed.
- Maintain continuity of communication, project tracking, and operational follow-up.
- *This role does not provide clinical supervision or make clinical decisions.*

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

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally humble approach that is integrated with other services
- Participate in creating and maintaining a safe 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
- 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, managers, or directors that further the success of programs and/or the agency

### **MINIMUM REQUIREMENTS**

- Bachelor's degree preferred in:



- Healthcare Administration; Public Health; Psychology; Social Work; Business Administration; Nonprofit Management; Or related field
- Equivalent professional experience may be considered in place of a degree.
- 3–5 years of professional administrative or operational support experience
- Experience in behavioral health, healthcare, nonprofit, or social services strongly preferred
- Experience with program data, reporting, or grants management preferred
- Experience supporting senior leadership preferred
- Microsoft Office Applications / Google Workspace (especially Excel or Sheets)
- Electronic Health Record systems (such as Credible)
- Data tracking and reporting tools
- Strong organizational
- Ability to track multiple systems
- Strong problem-solving abilities
- Excellent written communication and report writing
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Ability to work independently and manage priorities
- Professional confidence in communicating with leadership and managers
- High level of discretion and ability to manage confidential information (HIPAA compliance)
- Ability to work cooperatively as part of a team
- Ability to bring a spirit of camaraderie to your professional relationships

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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: Model diversity, equity, inclusion & belonging; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.



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