



*Mission...*

*Build a better future for youth and families by helping them navigate the challenges of childhood, adolescence and young adulthood.*

*Values...*

We are dedicated to:

- *Providing quality services to all of our clients, regardless of their age, gender, race, color, religion, creed, political beliefs, national origin, ancestry, sexual orientation, marital status, mental or physical disabilities, or ability to pay.*
- *Showing sensitivity and caring;*
- *Being accountable and responsive; and*
- *Pursuing professional excellence and offering a fulfilling work experience and professional development for our staff.*

**LOOKING GLASS JOB DESCRIPTION**

<b>POSITION:</b>	Client Services Specialist	<b>POSTED:</b>	January 2012
<b>PROGRAM:</b>	Center Point School	<b>SALARY:</b>	\$9.13 per hour
<b>REPORTS TO:</b>	Education Supervisor	<b>FTE:</b>	1.0
<b>SUPERVISES:</b>	N/A	<b>EXEMPT:</b>	No

**OVERVIEW OF RESPONSIBILITIES:**

The Program Assistant is responsible for assisting program staff in the provision of social skill development, behavior management, support and supervision individually and in groups, throughout the daily structure of Center Point School.

**QUALIFICATIONS:**

1. **Education:** Two years college education or an additional year of experience working with youth with emotional disturbance/behavior disorder.
2. **Certification:** N/A
3. **Experience:** One year work experience with youth with emotional disturbance/behavior disorder.
4. **Availability:** Monday through Friday, 8:30-4:30.
5. **Driver's License:** Valid in Oregon, acceptable record, and insurability under Agency's auto insurance.
6. Ability to work effectively as a member of an integrated team.
7. Ability to relate effectively with youth, parents, community, and referral sources.
8. Ability to work in a stressful, structured environment, and maintain a positive mental attitude.
9. Good communication skills – written and verbal.
10. Microsoft Office experience and ability to use Email, Intranet, and Internet.
11. Cultural sensitivity and experience working with people from diverse cultural backgrounds.
12. Ability to maintain confidentiality.
13. Professional appearance appropriate to the position.
14. Commitment to Looking Glass Mission and Values.

**PREFERRED:**

1. QMHA certifiable.
2. Understanding of mental health diagnoses.

**SPECIFIC DUTIES:**

1. Provides social skill development, behavior management, support and supervision of clients, individually and in groups, throughout the daily structure of Center Point School.
2. Assist clients in working toward goals and objectives of service plans.
3. Evaluates clients' progress toward service plan goals and objectives.
4. Documents behaviors in client notebooks, group notes, daily progress summaries, quarterlies, etc.
5. Provides back-up client services for assigned co-workers as needed.
6. Ensures continuity of program services through communication with all program staff.
7. Acts as assistant in academic, social skill development, elective classes and/or therapy groups as assigned:
  - a. Assists with the development and implementation of curriculum as requested.
  - b. Provides instructional/individual assistance to clients during classes.
  - c. Documents client behaviors and staff interventions in accordance with program standards and regulations.
  - d. Writes group notes in accordance with program standards and regulations as assigned.
  - e. Assists with general administrative duties, e.g. supplies, inventory, copying, obtaining and previewing videos, etc.
  - f. Teaches educational software to youth as requested.
  - g. Monitors and supervises computer use for potential problems or misuse; reports to teacher.
  - h. Assists in pre- and post-testing procedures as requested.
8. Acts as a positive role model.
9. Attends regular supervision meetings, individual and group, and weekly staff meetings.
10. Completes other duties as assigned.

**PROUD OF OUR DIVERSITY**