



has an opportunity for a

**Bilingual Administrative Assistant
Community Care Coordination Program
Corporate Office (Laguna Hills)
(Full-Time)**

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat and heal our kids and families and increase their ability to live full and productive lives. If this sounds like you, and you meet the qualifications for this position, please send us your resume.

The Administrative Assistant is primarily responsible for the administrative support, data entry and management, reception coverage, and general office support for the program. Enhanced Care Management (ECM) and Community Health Worker (CHW) are new Medi-Cal benefits that seek to improve coordination of services through a variety of services ranging from preventive care to comprehensive care management for individuals with complex needs.

Responsibilities:

- Greets and assists clients with inquiries, , responds to emails, interfaces with public and provides general office support.
- Screens, sorts, and directs/distributes incoming calls, correspondence, and interoffice materials.
- Supports with processing documentation to ensure compliance with contractual obligations.
- Enters data into respective databases (Exym, contracted health plans, etc.) in a timely manner and assists with database maintenance.
- Maintains a working knowledge of Agency systems and policies for purposes of supporting program staff.
- Processes and maintains Agency files in accordance with Agency policies and procedures.
- Exercises a high degree of confidentiality and discretion when working with client and Agency related data.
- Supports program staff with office related administrative duties.
- Other duties, as assigned.

Minimum Qualifications:

- High school diploma or general education degree (GED) required; and one-year related experience in an administrative role; or equivalent combination of education and experience. Bachelor's degree preferred.
- Ability to read, comprehend and prepare clear and concise reports, memos, and procedures with conformance to the prescribed style and format.
- Proficient in electronic systems, including Outlook, Word, Excel, and Electronic Health Record (EHR) Software.
- Awareness and demonstration of sensitivity to diverse socioeconomic and multicultural backgrounds.
- Bilingual in Spanish required.

Salary: from \$20.25 hourly

Benefits: Comprehensive employee benefits package includes: Medical, Dental, Vision, Life Insurance, Long Term Disability and 403(b) Retirement Incentive & Savings Plan.

Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.

Western Youth Services (WYS) is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce. WYS values and promotes a culture of inclusivity and belonging, one that embraces the contributions of richly diverse disciplines and perspectives of all employees and staff.