



has an opportunity for an

**Administrative Assistant**  
**Therapeutic Behavioral Services**  
Metro Santa Ana Clinic (South Coast Metro area)  
(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 providing administrative support to the program, including reception coverage, data entry, and general office assistance.

**Responsibilities:**

- Greet clients assist with inquiries, scheduling, and general support while maintaining a welcoming environment.
- Support clinicians by processing clinical records and encounter documentation.
- Screen, sort, and direct incoming phone calls, correspondence, and interoffice materials.
- Provide administrative support including reception coverage, data entry, and general office support.
- Assist clinical staff with language interpretation when translation support is needed.
- Accurately and promptly enter data into applicable databases (EXYM, County IRIS system) and assist with ongoing database maintenance.
- Process, organize, and maintain Agency files in accordance with established policies and procedures.
- Maintain working knowledge of and comply with all HIPAA regulations.
- Follow Agency procedures for handling emergencies in the department/clinic.

**Minimum Qualifications:**

- High school diploma or General Education Degree (GED) required, plus two (2) years related experience; or an equivalent combination of education and experience.
- Prior experience in customer service, data entry, or reception.
- Friendly, professional, and clear communicator with callers and staff.
- Demonstrated sensitivity and awareness of diverse socioeconomic and multicultural backgrounds.
- Reliable, dependable, and detail oriented.

- Strong organizational skills with the ability to follow through on tasks.
- Proficient in Microsoft Office Suite, Outlook, Word, Excel, and database applications.
- Experience with EXYM and IRIS systems preferred.
- Bilingual in Spanish preferred.

**Salary:** Hourly pay rate from \$19.29 to \$20.25. The actual hourly rate may vary based on experience, equity, market, and Agency considerations.

**Benefits:** Comprehensive employee benefits package includes:

- Medical, Dental, Vision,
- Life Insurance, Long Term Disability
- 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.***