WESTERN YOUTH SERVICES

has an opportunity for a

Bilingual Administrative Assistant (Float)
North, East, West & Metro Clinics

(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 children and families while strengthening communities.

We are seeking a dependable, organized, and adaptable **Bilingual Administrative Assistant (Float)** to provide front-office and administrative support across our North (Anaheim), East (Santa Ana), West (Huntington Beach), and Metro (Santa Ana) clinic locations. **This position requires proficiency in both English and Spanish to effectively communicate with the clients and families we serve.**

Reporting to the Associate Clinical Director, this position helps maintain consistent clinic operations by providing coverage during employee absences, leaves, vacancies, scheduled time off, and other administrative staffing needs.

The ideal candidate enjoys working with people, providing excellent customer service, learning new systems, and supporting different teams. This is an excellent opportunity for someone with administrative or healthcare office experience who values variety in their work and enjoys making a difference in the community.

Responsibilities

Clinic Reception & Front-Office Support

- Provide onsite reception and front-desk coverage at assigned clinic locations.
- Welcome clients, families, visitors, and community partners in a professional and friendly manner.
- Communicate effectively with English- and Spanish-speaking clients and families, providing bilingual assistance with routine administrative inquiries, scheduling, and front-office services.
- Assist with client check-in and check-out processes.
- Answer, screen, and route incoming telephone calls in English and Spanish, as needed.
- Schedule, confirm, cancel, and reschedule client appointments as appropriate.
- Assist clinic staff with maintaining organized and efficient front-office operations.
- Provide administrative coverage during employee absences, vacations, leaves, vacancies, meetings, and other staffing needs.

Administrative & Systems Support

- Enter, update, and maintain information in Agency systems, including EXYM, IRIS, Chorus, and other designated platforms.

- Assist with referral processing, scheduling, and routine follow-up activities.
- Scan, upload, file, and organize client records and administrative documents.
- Prepare routine correspondence, maintain records, and complete general data-entry tasks.
- Support administrative projects and outstanding work when immediate front-desk coverage is not needed.
- Maintain accurate documentation and communicate administrative concerns to the appropriate supervisor.
- Handle confidential information and protected health information in accordance with Agency policies and HIPAA requirements.
- Provide bilingual administrative assistance when communicating routine information to Spanish-speaking clients and families, while referring clinical interpretation or translation needs to appropriately qualified personnel.

Clinic Coverage & Cross-Training

- Provide administrative support across designated WYS clinics based on operational needs.
- Participate in cross-training to become familiar with clinic procedures, administrative systems, and workflows.
- Adapt to different clinic environments, teams, and daily priorities.
- Maintain communication with the designated supervisor regarding assignments, scheduling, and coverage needs.
- Collaborate with Office Managers, Program Directors, clinical teams, and administrative staff.
- Provide bilingual front-office support at assigned clinics to assist with Spanish-language communication needs.
- Respond to occasional changes in assigned work location, including same-day coverage needs when necessary.
- Travel between designated clinic locations as required.

Minimum Qualifications

- High school diploma or equivalent.
- Bilingual proficiency in English and Spanish required, including the ability to speak, understand, and communicate effectively with clients and families in both languages.
- Ability to demonstrate Spanish-language proficiency appropriate to the administrative responsibilities of the position.
- Experience in administrative support, reception, customer service, scheduling, or other office-related functions.
- Strong organizational skills, attention to detail, and ability to manage multiple priorities.
- Effective written and verbal communication and customer service skills.
- Ability to learn and use multiple electronic systems and administrative platforms.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Ability to work independently and collaborate effectively with different teams.
- Flexibility to adjust to changing assignments, priorities, and work environments.
- Ability to maintain regular attendance and reliably report to assigned clinic locations throughout Orange County.
- Availability to work a full-time, onsite schedule, Monday through Friday, with occasional changes in assigned clinic location based on operational needs.

Preferred Qualifications

- Experience in healthcare, behavioral health, nonprofit, or community-service environments.
- Experience in medical office reception, client scheduling, referrals, or records management.

- Familiarity with electronic health records or healthcare administrative systems.
- Experience with EXYM, IRIS, Chorus, or similar software applications.
- Experience providing administrative support across multiple departments, programs, or locations.

Compensation
Starting Pay: $20.25 per hour (Bilingual Position)

Actual compensation will be determined based on experience, qualifications, internal equity, and Agency considerations.

Approved business mileage and qualifying travel expenses will be reimbursed in accordance with Agency policy and applicable California law.

Benefits
Comprehensive employee benefits package includes:
- Medical, Dental, Vision
- Life Insurance
- Long-Term Disability
- 403(b) Retirement 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 is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce to maintain the excellence of Agency service to the community and to offer richly varied disciplines and perspectives.