

**Mental Health Association of Alameda County;
Family Education and Resource Center (FERC)**
7200 Bancroft Avenue, Suite 269, Oakland, CA 94605
Phone: (510) 746-1700 | Fax: (510) 746-1701

Administrative Office Assistant Full time, benefitted
Position Available - August 2011 - Open Until Filled

The Program

The Family Education and Resource Center ('FERC') is a family/caregiver-centered program that provides information, education, advocacy and support services to family/caregivers of children, adolescents, transitional age youth, adults, and older adults with serious emotional disturbance or mental illness living in all regions of Alameda County. These services are provided in a culturally competent manner, reaching out to people of various ethnicities and language groups.

The FERC is a component of Alameda County's Community Services & Support plan, funded with Mental Health Services Act (MHSA) dollars and operated by the Mental Health Association of Alameda County (MHAAC) under contract with Alameda County Behavioral Health Care Services. In addition to providing outreach, education and support to family/caregivers of people with mental illness, the FERC facilitates input and feedback to Alameda County Behavioral Health Care Services decision makers at all levels about the important roles family/caregivers play in supporting their loved ones and about the experiences and needs of family/caregivers. The FERC works closely with County and contract agencies to promote a family/caregiver perspective and toward the goal of creating a more family/caregiver and consumer driven system of care.

FERC programmatic components include: (1) a warm line; (2) education, training and support for family/caregivers; (3) a resource center; (4) assistance with AB-1424 (communicating with providers); (5) support for the development of family leadership; and (6) collaboration with other MHSA-funded programs.

FERC's main office is located in Oakland; Satellite offices are located in Hayward, Livermore, Oakland and Fremont.

Summary

Under the direct supervision of a Lead Administrative Assistant /Office Manager, provide advanced administrative support to a supervisor and to staff. Duties include general administrative and project based work, and includes front office reception. This is a **full time, benefitted** position. This position will be based in the main office in the Eastmont Town Center at 7200 Bancroft Ave. Suite 269 Oakland, CA 94605

Duties

- ❖ Support department staff in assigned project based work
- ❖ Answer telephones and transfer to appropriate staff member
- ❖ Meet and greet walk-in clients and visitors

- ❖ Create/ modify and update documents using Microsoft Office XP 2007 (most frequently Word, Excel) and Access database
- ❖ Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing
- ❖ Research, price compare, and purchase office supplies online
- ❖ Setup, coordinate and support on and offsite meetings and conferences
- ❖ Arrange accommodations for visitors (e.g. conference and/or training room)
- ❖ Maintain office calendar to coordinate work flow and meetings
- ❖ Arrange for the repair and maintenance of office equipment
- ❖ Maintain supply organization, inventory and tracking
- ❖ Follow Lending Library tracking procedures
- ❖ Complete other duties as assigned

Desired and Required Qualifications

- ❖ At least three (3) years experience with advancing general administrative office responsibilities and procedures
- ❖ Must be computer literate
- ❖ Excellent Keyboard and software skills including word processing, and updating database and spreadsheet applications
- ❖ Knowledge of principles and practices of basic office management, flow and organization
- ❖ Ability to work well either alone or as part of a team
- ❖ Ability to use initiative to organize and prioritize work and meet deadlines
- ❖ Ability to lift up to 20 lbs and walk/travel long distances, when assisting with setup, inventory and outreach activities
- ❖ Must be able to work 9-5 M-F (includes access to reliable transportation) plus some weeknights and weekend as needed

The Administrative Assistant should be able to interact comfortably with people who have a mental illness and with their families, be able to multitask, and be able to work courteously with people from diverse cultures. The successful candidate will be organized, proactive and very detail oriented, be able to remain calm and productive under pressure, be adaptable, and be open to learning new skills. Family members (a person with the lived experience of supporting a loved one with mental health challenges) and bilingual/bicultural applicants are strongly encouraged to apply.

Knowledge, Skills and Abilities

- ❖ Excellent overall communication skills, including verbal and writing in English
- ❖ Ability to follow oral and written instructions
- ❖ Requires strong analytical, critical thinking and problem-solving skills
- ❖ Knowledge of and principles and practices of organization, planning, records management and general office administration
- ❖ Ability to operate standard office equipment, including but not limited to, computers, telephone systems, typewriters, calculators, copiers and facsimile machines
- ❖ Excellent organizational skills
- ❖ Basic project management skills desired

Hours of Work: Monday through Friday, 9:00 AM to 5:00 PM; some evenings and weekends as needed

Compensation: Commensurate with experience

To apply: Secure an application packet by downloading it from the FERC website at www.askferc.org (click on 'Employment Opportunities'), or by picking it up at the FERC main office located at 7200 Bancroft Ave., Suite 269, Oakland, 94605. FERC Main Office hours are Monday thru Friday 9am-5pm. Fax to 510-746-1701. Please be sure to provide a fully completed application packet which includes: the Application, Supplemental Questions, and Affirmative Action Form. Application packets are not considered complete unless all Supplemental Questions have been answered; a resume is desirable, but does not replace the application and supplemental questions. If you have questions, you can reach the FERC office at (510) 746-1700. Deadline: Applications will be received in the FERC main office – position open until filled.

The MHAAC is an Equal Opportunity Employer

Mental Health Association of Alameda County
An Equal Opportunity/Affirmative Action Employer
Application for Employment as
Temporary, non-benefitted Administrative Office Assistant
for the Family Education & Resource Center (FERC)
To apply, fill out and return this application either to
the FERC office at 7200 Bancroft Avenue, Suite 269, Oakland, CA 94605 or fax to 510-746-1701

Personal Information

After filling in form, please print out and sign by hand.

_____	_____	_____
(Last Name)	(First Name)	(Middle)
_____	_____	_____
(Address)	(City)	(State) (Zip)
(_____) _____		
Contact Phone No.		

If hired, can you present evidence of your U.S. citizenship or proof of your legal right to live and work in this country?
Yes No

Are you able to perform the essential functions of the job for which you are applying, either with or without reasonable accommodation?
Yes No

If no, describe the functions that cannot be performed.

(Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions. Hire may be subject to passing a medical examination, and/or skill and agility tests.)

Have you ever been convicted of a criminal offense (felony or serious misdemeanor)? [Convictions for marijuana-related offences that are more than two years old need not be listed] Yes No

If yes, state nature of the crime(s), when and where convicted and disposition of the case.

(Note: No applicant will be denied employment solely on the grounds of conviction of a criminal offense. The nature of the offense, the date of the offense, the surrounding circumstances and the relevance of the offense to the position(s) applied for may, however, be considered.)

How did you hear about this position? _____

Applicant's Certification

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

Date

Applicant's Signature

NOTE: APPLICATION REQUIRES AN ORIGINAL, NON-DIGITAL SIGNATURE

Education and Training

<u>School</u>	<u>Name and Address</u>	<u>No. of years Completed</u>	<u>Did you Graduate?</u>	<u>Degree or Diploma</u>
High School	_____ Name _____ City	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
College/ University	_____ Name _____ City	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
Vocational/ Business	_____ Name _____ City	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____

Some of our potential clients do not communicate well in English. **Do you speak, write or understand any foreign language(s)?**

Yes No

If yes, which language(s)? _____

Professional References

1. Name of employer: _____ Phone: _____

Address: _____ Phone: _____

Contact Person: _____ Relationship to Applicant _____

Dates of employment: From _____ To _____

Starting position: _____ Ending position: _____

Starting Salary: _____ Ending Salary: _____

2. Name of employer: _____ Phone: _____

Address: _____ Phone: _____

Contact Person: _____ Relationship to Applicant _____

Dates of employment: From _____ To _____

Starting position: _____ Ending position: _____

Starting Salary: _____ Ending Salary: _____

3. Name of employer: _____ Phone: _____

Address: _____ Phone: _____

Contact Person: _____ Relationship to Applicant _____

Dates of employment: From _____ To _____

Starting position: _____ Ending position: _____

Starting Salary: _____ Ending Salary: _____

Personal References

Name of Reference: _____ Phone: _____

Address: _____

Relationship to Applicant _____ Years Known _____

Name of Reference: _____ Phone: _____

Address: _____

Relationship to Applicant _____ Years Known _____

Name of Reference: _____ Phone: _____

Address: _____

Relationship to Applicant _____ Years Known _____

Name of Reference: _____ Phone: _____

Address: _____

Relationship to Applicant _____ Years Known _____

Name of Reference: _____ Phone: _____

Address: _____

Relationship to Applicant _____ Years Known _____

Employment History

List below all present and past employment over the last twenty (20) years, starting with your most recent employer. Account for all periods of unemployment. You must complete this section even if attaching a resume.

Name of Employer

(_____) _____
Telephone No.

Type of Business

Your Supervisor's Name

Address

City

State

Zip

Dates of Employment: _____
From **To**

Weekly Pay: _____
Starting **Ending**

Your Job Title and Duties

Reason for Leaving

May we contact this employer for a reference? Yes No

Name of Employer

(_____) _____
Telephone No.

Type of Business

Your Supervisor's Name

Address

City

State

Zip

Dates of Employment: _____
From **To**

Weekly Pay: _____
Starting **Ending**

Your Job Title and Duties

Reason for Leaving

May we contact this employer for a reference? Yes No

Name of Employer

(_____) _____
Telephone No.

Type of Business

Your Supervisor's Name

Address

City

State

Zip

Dates of Employment: _____
From **To**

Weekly Pay: _____
Starting **Ending**

Your Job Title and Duties

Reason for Leaving

May we contact this employer for a reference? Yes No

Name of Employer

(_____) _____
Telephone No.

Type of Business

Your Supervisor's Name

Address

City

State

Zip

Dates of Employment: _____
From **To**

Weekly Pay: _____
Starting **Ending**

Your Job Title and Duties

Reason for Leaving

May we contact this employer for a reference? Yes No

Name of Employer

(_____) _____
Telephone No.

Type of Business

Your Supervisor's Name

Address

City

State

Zip

Dates of Employment: _____
From **To**

Weekly Pay: _____
Starting **Ending**

Your Job Title and Duties

Reason for Leaving

May we contact this employer for a reference? Yes No

Name of Employer

(_____) _____
Telephone No.

Type of Business

Your Supervisor's Name

Address

City

State

Zip

Dates of Employment: _____
From **To**

Weekly Pay: _____
Starting **Ending**

Your Job Title and Duties

Reason for Leaving

May we contact this employer for a reference? Yes No

Supplemental Questionnaire

1) What experience, if any, have you had working with an underserved population? What did you take away from that experience?

2) Why do you wish to work with an underserved population now?

Supplemental Questions Cont...

3) Please provide an example of a time when you actively did “whatever it takes” – and how did that feel?

4) What is your experience in working with persons under duress? If any, please provide an example, including what you learned.

Supplemental Questions Cont...

5.) How have you managed working in a fast paced and constantly changing work environment? Please provide examples.

