

**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

**Full Time, Benefitted Administrative Assistant
Position Available – January 2012 - 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 or will be located in Hayward, Livermore, Oakland and Fremont. FERC is funded for a staff of ten.

Summary

Provide administrative support to a department Manager/Supervisor and staff. Duties include general clerical, receptionist and project based work.

The Administrative Assistant should be able to interact comfortably with people who have mental health challenges and their families, be able to multitask, and be able to work courteously with people from diverse cultures. The successful candidate will be organized and detail oriented, have the ability to remain calm and productive under pressure, be adaptable, and open to learning new skills.

Family members having a loved one experiencing mental health and/or serious emotional challenges and bilingual/bicultural applicants are strongly encouraged to apply.

Duties

- ❖ Answer telephones and transfer to appropriate staff member
- ❖ Meet and greet walk-in clients and visitors
- ❖ Create and modify 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
- ❖ Support department staff in assigned project based work
- ❖ Setup, coordinate and support 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 general administrative office responsibilities and procedures
- ❖ Must be computer literate
- ❖ Knowledge of principles and practices of basic office management 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
- ❖ Excellent Keyboard and software skills including word processing, and updating database and spreadsheet applications
- ❖ 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)

Knowledge, Skills and Abilities

- ❖ Computer literate
- ❖ Excellent overall communication skills, including verbal and writing
- ❖ 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

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 the Supplemental Questions have been answered; a resume is desirable, but does not replace the application and supplemental questions. 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
Full time, Benefitted, Administrative 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 is your role as a family member/caregiver to a loved one with mental health and/or serious emotional challenges?
- 2.) What experiences, if any, have you had working with underserved populations? What were some key learnings from your experience?
- 3.) Please describe a project that you managed or lead. What was your role? What resources and/or computer applications did you use to track and complete the project? Describe an obstacle you faced and how that impacted the result. What would you now do differently?
- 4.) Please provide us with an example of a time when you actively did “whatever it takes” to complete a work related task/project.
- 5.) Please describe a time when you were working in a fast paced and constantly changing work environment. What did you find challenging? How did you address the challenges?
- 6.) What qualities and skills do you feel are key for a successful administrative assistant to possess?
- 7.) Please describe your computer experience including applications used (MS Word, Excel, etc.), computer environments (Windows, Macintosh, etc.), database and spreadsheet skills.
- 8.) Please describe the kinds of deadlines you have had to meet in previous positions.
- 9.) Please describe your experience working on a team, and what contributions you made to improve the teamwork.

