

TITLE: TEAM LEAD

SUMMARY: Under direction of the Program Director (PD) and Assistant Program Director (APD), the Team Lead is responsible for providing additional oversight in the day-to-day operations of the Wellness Center, providing supplemental guidance to the assigned Wellness Center staff, as well as overseeing a team of Peer Mentors.

REPORTING RELATIONSHIP: This position reports to the PD and APD.

STATUS: Full-time, Non-Exempt

DUTIES AND RESPONSIBILITIES:

1. Provide oversight (member related issues) to staff and assist in the implementation of daily responsibilities.
2. Meet on a regular basis weekly with the PD, APD and Regional Clinical Supervisor (RCS) to consult, provide updates, and assist with training objectives; assist in handling crisis as they arise.
3. Maintain and ensure HIPAA, the Code of Ethics, the Code of Conduct and professional boundaries with all staff and members.
4. Support the APD in training student interns, volunteers, and staff.
5. Facilitate weekly group activities as agreed upon with the PD and APD.
6. Identify and build the strengths of members, staff, and the surrounding community of the Wellness Center.
7. Support members' steps towards Recovery and Wellness.
8. Create and maintain a positive atmosphere of acceptance for members by providing the best customer care.
9. Establish a culture that respects and celebrates the diversity of our members and community.
10. Research and utilize the Recovery Model and mental health best practices in order to analyze the Wellness Center services to ensure the highest outcomes.
11. Attend weekly staff meetings and other designated meetings.
12. Function as Center Officer of the Day as needed.
13. Must adhere to agreed upon schedule coordinated with the PD and APD.
14. Perform other duties as assigned by PD and APD.

MINIMUM QUALIFICATIONS:

1. Associates Degree in Social Work or related field, or two years experience in social work/mental health work settings is desirable.
2. Two years experience working with homeless persons or related social service experience.
3. Knowledge of severe mental illness, its symptoms, and the Recovery Model.
4. Knowledge of substance abuse treatment preferred.
5. Bilingual (Spanish/English or Vietnamese/English)/preferred.
6. COVID-19 vaccination and booster are preferred.

PHYSICAL DEMANDS:

1. Sit in a stationary position at least 50% of the time.
2. Frequently move about the office to access file cabinets, office machinery, etc.
3. Ability to operate a computer and other office productivity machines, such as a multi-line phone system, calculator, copy machine, and computer printer.
4. Must have the physical dexterity to be able to type at minimum 35 WPM.

5. Communicates daily with members, staff and outside resources that have inquires; must be able to exchange accurate information in these situations.
6. Ability to lift a minimum of 20 pounds.
6. Occasionally transport members in personal and MHA vehicle.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified individuals to apply for open positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.