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## Liberty House Job Announcement

Support Services Specialist

Full-time—40 hours

Starting at 20.33/hr.

Excellent benefits package.

### About Liberty House

Liberty House provides a range of services for children and their families related to concerns of abuse, neglect, trauma, or grief. In the clinic, core services include a medical check-up, forensic interview, and family support. Services are provided in consultation with other professionals such as law enforcement and child protective services. Liberty House provides follow-up mental health services for children and their caregivers through our Hope & Wellness Services. We serve more than 1,000 children and family members each year in Marion and Polk Counties a nationally accredited Children Advocacy Center (CAC). We also provide prevention training and education for community organizations. Our experienced staff members work closely with many other professionals to ensure that children and their families receive the help they need in a coordinated, sensitive way.

### Support Services Specialist

This position is the first point of contact for both English and non-English-speaking patients, families, and visitors at Liberty House; because of this, bilingual English/Spanish-speaking Support Services Specialists are preferred, although not required. The Support Services Specialist provides administrative support for all departments; clinic, hope and wellness, and admin, including reception tasks, reviewing, and submitting authorization for services, and greeting patients and their families arriving for appointments. Additional job duties include answering and routing phone calls, data entry, creating patient charts, and preparing the family waiting rooms for the next patient. The ability to assist Spanish-speaking patients and their families in communicating with Liberty House staff is a plus. The Support Service specialist position is supervised by the Chief of Clinical Operations and meets regularly with that person.

### Basic Functions and Responsibilities of the Position:

#### *Assisting Patients and their Families:*

- Greet patients and their families in their primary language whenever possible.
- Facilitate patient check-in and insurance verification daily.
- Verify insurance information, including coverage limits, and determine if the assigned therapist is in the panel (if working in Hope and Wellness).
- Keep the reception area and waiting room tidy and organized.
- Assist with play care as needed.
- Complete and submit applications for Crime Victims' Compensation.

***Assisting the Clinical Team:***

- Answer and route incoming calls to all clinic staff.
- Assist with Quality Assurance for fee tickets.
- Interpret child abuse examinations and interview records and complete the fee ticket.
- Verification of insurance eligibility for patients
- Enter new patient information into the database.
- Create new patient charts in electronic health records.

***General Office Duties:***

- Perform office opening and closing duties.
- Answer and route incoming calls to administrative and development staff.
- Keep the central work area tidy and organized.
- Process outgoing and incoming mail and faxes.
- Perform general office clerical duties.
- Answer calls to the Hope & Wellness Program and greet all guests.
- Schedule follow-up appointments for clients. Reschedule if the clinician calls in to work.
- Manage multiple databases linked to Access, Court Testimony, and Demographics
- Send engagement letters to clients when asked to do so.
- Copy and put together resource or group packets when necessary.
- Assist clients with completing intake packets, grievance forms, or other paperwork.
- Manage group referrals by maintaining an active database, contacting referrals periodically to apprise them of the next start date for the group, and ensuring any secondary authorizations are complete (mental health department assignment).
- Review and report hospital admissions to the therapist (mental health department assignment) to ensure adequate follow-up.
- Receive all incoming referrals from the Clinic and complete Intake Form for any potential client calls coming from outside of Liberty House (mental health department assignment).
- Participate in all Staff and Hope and Wellness Services meetings.
- Participate in quality assurance activities, including meeting with Program Director and handing out survey forms to clients during the appropriate time (mental health department assignment).
- Perform other duties as assigned.

**Basic Functions and Responsibilities as a Liberty House Team Member:**

- Pass a criminal background, a sex offender registration, and a child abuse registry check.
- Maintain required confidentiality in compliance with Liberty House policies, HIPAA, and the State of Oregon multidisciplinary child abuse assessment team statutory requirements.
- Attend and participate constructively in Liberty House staff meetings, clinic team meetings, and annual retreats.

- Demonstrate the ability to engage meaningfully in a supervisory relationship, being open to constructive feedback as a routine part of professional growth and development.
- Communicate professionally, respectfully, and supportively with internal team members, external partners, and board members.
- Promote a positive working environment by adhering to the Liberty House Code of Conduct.
- Conduct the business of Liberty House to maintain and increase its goodwill and reputation in the community, consistent with professional and ethical standards of behavior.
- Participate effectively and constructively in team or group problem-solving and program development; demonstrate the ability to identify what is best for the mission of the organization; demonstrate the ability to support consensus-based decisions.
- Demonstrate the ability to appreciate multiple perspectives and see things from other people's perspectives.
- Demonstrate a willingness to be aware of one's effect on others and take necessary steps to improve in any area identified through supervision.

## **Qualifications:**

### **Required Education and Experience:**

- High school diploma or GED.
- At least one year of experience performing general office duties.
- Experience using standard office software applications (e.g., Word, Excel, Outlook).

### **Other Qualifications:**

- Good written and verbal communication skills and ability to read and write English.
- Warm and professional demeanor.
- Organized and detail oriented.
- Dependable and punctual.
- Able to maintain composure when working under stressful conditions.
- Able to produce accurate work.
- Able to prioritize workload.
- Able to follow directions and use good judgment.
- Able to interact with the public in a tactful, courteous, and pleasant manner.

### **Hours, Compensation, and Benefits:**

- Full-time, 40 hours per week, Monday – Friday.
- Compensation: \$20.33 per hour
- Benefit package: Eleven paid holidays, paid vacation, and sick leave; employee assistance plan; athletic club membership subsidy.
- Employee assistance program and wellness committee, to assist with your health, financial, mental, and emotional needs.

**To Apply:**

Please email a cover letter, Liberty House Application, and resume to:  
[HR@libertyhousecenter.org](mailto:HR@libertyhousecenter.org)

Attn: Kameron Wolfer, Chief Administrative & Networking Officer

The Liberty House application can be found on our company website.

Open until filled.

Liberty House does not discriminate on the basis of race, color, religion, gender, gender identity, sexual orientation, disability, national or ethnic origin, or other legally protected status. Women, people of color, people with disabilities, and LGBTQ candidates are encouraged to apply.