

**ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE
OCAPICA
JOB ANNOUNCEMENTS**

Title: Office Support
FLSA: Non Exempt, Full Time (40 hours)
Pay Range/ Rate: \$26 - \$28

Division: Project FOCUS (FSP/W)
Supervisor: Program Director
Revised: October 2024

Summary

- Under the supervision of the Program Director, the Office Support Staff provide a broad range of office support for a Full Service Partnership Wraparound (FSP/W) program focused on underserved, Asian American and Pacific Islander children, youth and transitional age youth (0-25 years old) who have severe and persistent mental illness (SPMI) or severe emotional disturbances (SED). The FSP/W-Project FOCUS (For Our Children's Ultimate Success) provides culturally and linguistically competent, family-centered, strength-based, and need driven models of care, where enrollees identify their needs and strengths while working with care teams as equal partners.

Essential Functions

- Answer and redirecting phone calls
- Prepare correspondence and spreadsheets
- Prepare invoices for payment
- Prepare and track reports and files; and special projects
- Track and monitoring onsite traffic
- Support program staff with ISS/Flex Fund related tasks
- Prepare and maintaining tracking reports, sign-in sheets and files
- Perform special projects as assigned by the Program Director
- Participate in staff meetings, trainings, case conferences, peer review meetings, and supervision sessions.
- May perform basic statistical research and writing projects involving data collection.
- May coordinate development of mental health services data and information
- May perform any other functions as needed by management and agency.

Minimum Qualifications - Knowledge, Skills and Abilities Required

- Bachelor's degree with strong computer skills
- Demonstrates knowledge of and sensitivity towards various Asian and Pacific Islander cultures.
- Ability to work in a multidisciplinary team inclusive of other staff, other community agencies, participants, family members, and etc.
- Excellent verbal and written communication skills.
- Excellent organizational skills.
- Strong computer skills.
- Ability to keep accurate records and prepare reports, detailed oriented and good organizational skills.
- Ability to be proficient and timely with required paperwork.
- Must be able to work collaboratively with other agency partners.
- Must possess interpersonal skills and ability to maintain professional boundaries.
- California Driver's License, car insurance, and reliable transportation.
- Ability to do some travel for conferences, meetings, trainings, and data collection.
- Occasional weekend, evening and on-call hours as needed. Ability to work flexible schedule.
- Verification of employment eligibility and background check required.
- Regular attendance required.
- Must be speak **Vietnamese**.

Desired Qualifications - Knowledge, Skills and Abilities

- Bicultural and bilingual in any Asian and Pacific Islander Language.
- Ability to be flexible and take initiative.

Supervisory Responsibilities

No supervision of employees will be required at this time.

Environmental Conditions (Working Conditions)

Duties to be performed in an office environment which may include shared space, exposed to weather conditions and noise level prevalent at the times when performing community based duties.

Physical Requirement

In the course of performing this job, the incumbent typically spends time sitting, standing, driving, walking, typing, filing, light lifting, listening and speaking.

Mental Requirement

The incumbent in this position must be able to accommodate for any/all of the following: tolerance for distractions/interruptions, uncontrollable changes in priorities/work schedules. They must also be able to process information, think, and conceptualize in a clear and timely manner.

Application Process

Application deadline: Until position is filled.

Please e-mail or fax a cover letter, resume and 3 professional references (past supervisors including e-mail address and phone number) to: Career E-mail: career@ocapica.org

Please ensure that the email subject has the job title: **Project FOCUS Office Support**

Agency Background:

The Orange County Asian and Pacific Islander Community Alliance (OCAPICA) is a nonprofit community-based organization serving over 80,000 community members on an annual basis in more than 20 different languages throughout Orange County. Program areas include, health, mental health, workforce development, civic engagement and policy, youth leadership development and education, and housing. Founded in 1997 to serve low-income Asian Americans and Pacific Islanders, OCAPICA has since evolved to serve all communities in need. OCAPICA is mainly grant funded through government and private foundation grants.

***Orange County Asian and Pacific Islander Community Alliance, Inc. (OCAPICA) is an
Equal Opportunity/Affirmative Action Employer***