



# JOB ANNOUNCEMENT

Richmond Area Multi-Services (RAMS) is currently searching for an  
**Administrative Program Assistant**  
 for the RAMS PAES Counseling & Pre-Vocational Services Program

**BILINGUAL ABILITY IN FLUENT CANTONESE AND BILITERACY IN WRITTEN CHINESE IS REQUIRED**

The RAMS PAES Counseling & Pre-Vocational Services (RAMS-PCS) provides culturally competent outpatient integrated behavioral health counseling and pre-vocational services as well as screening & brief functional assessments to participants of the San Francisco Human Services Agency (HSA) Personal Assisted Employment Services (PAES), the county's welfare-to-work program for adults without dependent children. RAMS-PCS provides services to about 500 clients on an annual basis, with a goal to assist stabilizing adults, who have mental health, alcohol, and/or drug use/abuse issues, to reduce and/or overcome identified barriers to employment; in addition, RAMS-PCS Triage team provides brief functional assessments & triage of approximately 10,000 adults in the County Adult Assistance Program (CAAP). RAMS-PCS is a collaborative effort with San Francisco Human Services Agency and San Francisco Department of Public Health – Community Behavioral Health Services.

**Salary Range:** \$12.00-\$13.84 per hour, commensurate to experience & qualifications

**Status:** Full-Time Mon-Fri

**Benefits:** health insurance coverage + leave benefits

## Essential Job Duties include, but are not limited to:

1. Assist in the scheduling of client appointments.
2. Assist physicians and psychologist with Cantonese/ English translation.
3. Assist in the preparation of reports and other documents.
4. Scan medical and non-medical records and upload documents to the Social Security website.
5. Assist medical records clerks in logging and processing requests for medical records.
6. Provide back-up for telephone coverage.
7. Greet visitors, vendors, and clients, and announce arrival of appointments to staff.
8. Distribute incoming fax messages to appropriate staff; and other fax-related receiving/sending duties to ensure efficient dissemination of information.
9. Expedite and receive deliveries & mail, route packages/mail to appropriate staff, and prepare outgoing mail.
10. Assist staff with copies & faxing as needed.
11. Provide other program support functions such as maintaining office & program supplies, as well as client supplies & food.
12. Participate in case conferences, staff meetings, in-service training and other staff development activities.
13. Pull closed charts and prepare them for off-site storage.
14. Prepare new client charts, and pull & file charts as needed by staff.
15. Perform other duties/tasks as assigned.

## Minimum Required Educational level & Experience:

1. At least a High School diploma or equivalent certificate, required.
2. Knowledge, experience, and capability to use MS Office Suite (primarily Excel and Word) and internet/web, required.
3. Basic keyboarding & typing capability, required.
4. Ability to provide translation services in fluent Cantonese, required.

## ADD'L REQUIREMENTS LISTED ON FOLLOWING PAGE

RAMS is a non-profit community-based agency providing bilingual & bicultural mental health and related services to our community. We are an Equal Opportunity Employer and committed to embracing diversity and consider all applicants for all positions without regard to race, color, national origin, ancestry, sex, gender, sexual orientation, sexual identity, age, religion, creed, disability (actual or perceived), medical condition including genetic characteristics, marital status, domestic partnership status, citizenship, military service, height, weight, HIV/AIDS status, or any other characteristic protected by state or federal law or local ordinance.



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## **Other Requirements:**

5. Must be detail-oriented and organized, think analytically, value accuracy and organization, and is readily able to learn additional computer skills.
6. Excellent communication and customer service skills, as well as sensitivity and compassion for the populations served at the CAAP.
7. Unwavering commitment to best practices for safeguarding confidential client information.
8. Strong commitment to the philosophy, goals, & mission of RAMS in providing community-based, culturally competent, and consumer-guided mental health services to the community.
9. Commitment to engaging in professional development activities such as trainings, continuing education seminars, case conferences, and reviewing up-to-date material, etc., as related to treatment strategies for the population of CAAP & PAES Counseling & Pre-vocational Services.
10. Strong interpersonal skills and ability to work effectively, function independently, and interact professionally with a diverse, multi-cultural, and interdisciplinary staff of all levels.
11. Bilingual ability in fluent Cantonese, and ability to read/write in Chinese, **REQUIRED**.

**Reports to:** Program Director

**Interested applicants:** send cover letter & resume to Trina de Joya, Director of Human Resources, at [trinadejoya@ramsinc.org](mailto:trinadejoya@ramsinc.org) *Position will remain open until filled.*