

Mental Health Association of Northwestern Pennsylvania
1101 Peach Street
Erie, PA 16501
Phone: (814) 452-4462
Fax: (814) 459-8833

**There are TWO openings
for this position in the
Center.**

JOB POST

JOB TITLE: Center Team Member

POSITION: Associate I
Full-time, Non-Exempt

TEAM: Center Team

REPORTS TO: Center Team Leader

GENERAL RESPONSIBILITIES:

The Associate I Center Team Member is a full-time Senior Team staff that has direct contact with consumer center members. Team members are responsible for following procedures determined by the Center Team staff regarding the day to day operations of the Consumer Center. Team members must be able to function as a team. Center Team members act as a support and resource to consumer members. The Associate I Team Member has a working knowledge of all consumer center operations and procedures and has the ability to take on specific project responsibilities as assigned. In the absence of the Team Leader or Assistant Team Leader, the Associate I Team member assumes leadership for the team members on duty.

SPECIFIC RESPONSIBILITIES AND DUTIES:

1. Assist Consumer Center members in feeling welcome and encourage participation in groups and activities.
2. Respond to consumers in distress in a supportive and respectful manner.
3. In conjunction with co-workers, maintain a safe, peaceful environment.
4. Monitor all physical environments for safety of members, while protecting our material resources.
5. Monitor all functions of the kitchen. If there are problems, inform the team leader and/or the assistant team leader.
6. Monitor the check-in process to help ensure all who enter are members in good standing and have had their current member ID badge scanned.
7. Mentor new Center Team members.
8. Maintain and update the Consumer Center Daily Announcement binder.
9. Complete assigned paper work. i.e....membership forms, incident reports, consumer contacts.
10. Recognize and manage crisis situations.
11. Talk, listen, advocate for, and refer members as needed.
12. Assist consumers to develop skills necessary to fulfill volunteer roles.

13. Facilitate groups as assigned, assist in design and implementation of new groups.
14. Project a positive image in or outside of the MHA.
15. Provide role model for successful interaction skills, (assertiveness, conflict resolution, boundary maintenance).
16. Monitor and assist café operations and café volunteers.
17. Act in a leadership role in the absence of Team Leader or Assistant Team Leader.
18. Create, maintain, and update written work flow of each Consumer Center function.
19. Other duties as assigned

MINIMUM REQUIREMENTS:

1. Act 33/34 Clearance, Act 151 Clearance
2. Have a valid PA drivers license
3. Knowledge of the Mission, Vision and Values of MHA
4. Ability to follow policies and procedures of the MHA
5. Ability to meet schedules, plan, take direction.
6. Have flexibility in availability for work including weekends, and holidays
7. Knowledge of crises intervention techniques
8. Knowledge of internal resources as well as Mental Health resources in the community
9. Subscribe to ethical standards of confidentiality
10. Ability to be a team player

PHYSICAL DEMANDS:

The Physical demands described herein are representative of those that must be met by staff to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. While performing the duties of this job, the staff is regularly required to stand, sit, talk, hear, (hearing aid permitted). Specific vision abilities required by the job include peripheral and distance vision. Staff is occasionally required to reach with hands and arms and use legs to lift and/or move up to 50 lbs.

WORK ENVIRONMENT:

The work environment characteristics described herein are representative of those a staff encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. Staff is occasionally exposed to outside weather. Noise level is usually moderate.

MHA IS AN EQUAL OPPORTUNITY EMPLOYER AND PROHIBITS HIRING DISCRIMINATION ON THE BASIS OF RACE, COLOR, RELIGIOUS CREED, DISABILITY, ANCESTRY, NATIONAL ORIGIN, AGE OR SEX. EMPLOYMENT OPPORTUNITIES SHALL BE PROVIDED FOR APPLICANTS WITH DISABILITIES AND REASONABLE ACCOMMODATIONS SHALL BE MADE TO MEET THE

PHYSICAL OR MENTAL HEALTH LIMITATIONS OF QUALIFIED APPLICANTS OR EMPLOYEES.

THE MHA OFFERS A COMPETITIVE BENEFIT PACKAGE THAT INCLUDES PAID TIME OFF, HEALTH, VISION, AND DENTAL INSURANCE, LIFE & DISABILITY INSURANCE.

DEADLINE TO APPLY: APRIL 6, 2026

HOURLY WAGE: \$11.61

Please send application to:

Mary Sackett, HR Manager
Mental Health Association NW PA
1101 Peach Street
Erie, PA 17601

Email: msackett@mhanp.org

Or

info@mhanp.org