

JOB DESCRIPTION

Title of Position	Client Care Coordinator
Department	Client Care
Reports to	Assoc. Dir. Clinical & Business Operations (ADCBO)
Overall Responsibility	Coordinate the day-to-day operations of the department which includes: Screening of potential clients, assignment and scheduling of appointments for interns, interfacing with our practice management software system, managing the storage, release and destruction of charts, and communicating with all Council constituencies effectively.
Key Areas of Responsibility	<p>Responds to telephone and e-mail inquiries regarding clinical services efficiently and with superb customer care.</p> <p>Integrates a great deal of information about Council and its clinicians and services, and is able to educate potential clients and people outside of Council about the organization.</p> <p>Conducts initial screenings of clients to determine mental health needs, how/if we can best serve them, providing appointments or referrals as appropriate, and consulting clinically with ADCBO when indicated.</p> <p>Schedules new appointments for Master's and Post-Graduate clinical interns, including the creation of new intern clients in the practice management software system, scheduling the appointments and communicating the time, fee and client info to the intern.</p> <p>Coordinates with Office Director for pool calls.</p> <p>Responds to student and staff inquiries.</p> <p>Interacts with referring agencies.</p> <p>Performs additional administrative duties as assigned.</p>
Qualifications	<p>BA or BS required</p> <p>Excellent customer-service skills</p> <p>Able to work independently</p> <p>Able to multitask while maintaining close attention to detail</p> <p>Computer proficiency (MS Office, Google Docs, EHR)</p> <p>Able to handle sensitive and confidential information</p> <p>Administrative experience</p> <p>Comfort with talking on the phone</p> <p>Empathic and well-boundaried</p> <p>Professional office demeanor</p> <p>Education, experience or interest in psychology/social work field is a plus</p>

Qualified candidates are encouraged to apply by sending a resume and cover letter to esteiner@councilforrelationships.org.