



**Job Title:** Client Services Coordinator

**Reports to:** Tim Blevins

**Job type:** Full Time

**Salary range:** \$42,000 - \$46,000

### **Job Description:**

The Near Eastside Counseling Center provides individual and group talk therapy and innovative BioSound therapy just minutes from Downtown. As the Client Services Coordinator, you will serve as the first point of contact for youth and young adults seeking services across all 91 Place programs. This role coordinates client intake, administers BioSound therapy, provides reception services, and manages daily office operations. You will connect clients to appropriate programs, including transitional housing, mental health supports, and workforce development opportunities, while facilitating communication between therapists, clients, and staff. BioSound education and training will be provided onsite. The Client Services Coordinator must have excellent communication and organizational skills to manage client services and office operations effectively.

### **Objectives of this Role:**

- Serves as the first point of contact at the office, greeting clients and fostering a warm and welcoming environment through effective people skills and hospitality.
- Ensures that all office equipment and furniture are maintained in proper working condition and contacts the appropriate person to rectify any malfunctions.
- Maintain an updated inventory of all office equipment and supplies, and collect materials as they are delivered. Place orders necessary for program operations utilizing appropriate protocol.
- Operates computer programs, including Google Workspace, CaseWorthy CRM etc.
- Ability and willingness to work some early mornings, evenings, and weekends as needed to support programs.
- Performs other duties as assigned.
- Adheres to the Mission, Vision, and Values of 91 Place.

## **Daily and Monthly Responsibilities:**

### **Reception Services (25%)**

- Welcome visitors with empathy and connect them to the appropriate staff
- Answer and direct phone calls with patience, taking messages as needed
- Participate in monthly all-staff meetings and supervision
- Educate community members about BioSound therapy benefits
- Maintain a clean and welcoming therapy center environment
- Prepare coffee and tea for clients; maintain coffee bar area

### **Intake Coordination (25%)**

- Conduct initial referral screenings for new youth and young adults with respect and understanding
- Complete comprehensive data entry into electronic health records with integrity
- Assess client needs and match them to appropriate services that unlock their potential
- Connect clients to Near Eastside Counseling, transitional housing, or Neidhammer Coffee based on needs
- Maintain wait lists and track client progression with transparency
- Coordinate with Case Managers, Housing Director, and Clinical Director for smooth transitions
- Follow up with new clients to ensure successful service connections
- Maintain accurate referral records and track outcomes
- Share information about 91 Place's seven components of wellness

### **BioSound Administration (25%)**

- Administer BioSound therapy sessions with empathetic accountability (training provided)
- Complete initial client processes and document in electronic health records
- Maintain calendars and coordinate BioSound therapy appointments
- Prepare client materials and maintain accurate client lists
- Promote BioSound therapy as an innovative healing opportunity for trauma recovery
- Follow up on appointments and complete required charting

### **Office Management (25%)**

- Oversee daily office operations, ensuring efficient workflow
- Process payments for therapy sessions and BioSound treatments with integrity
- Maintain accurate payment records and reconcile daily transactions
- Follow up on outstanding payments and coordinate payment plans with empathy
- Monitor client accounts and document all financial transactions
- Manage office supplies, vendor relationships, and equipment maintenance

- Coordinate building maintenance and facility improvements
- Maintain organized filing systems, both physical and digital
- Handle printing, faxing, mail, copying, and filing for all departments
- Monitor office budget expenses and track supply costs
- Implement office policies supporting smooth operations
- Assist in planning therapy center events and community outreach
- Manage reception email and website inquiries efficiently
- Exercise discretion with confidential information, protecting client dignity
- Create Standard Operating Procedures, ensuring consistent excellence
- Support staff onboarding, preparing welcoming workspaces

### **Living Our Values Daily**

*Every task demonstrates Christian love, creates opportunities, practices integrity, builds compassionate community, and maintains empathetic accountability while serving youth and young adults through redemptive relationships.*

### **Skills and Qualifications:**

- High School diploma or equivalent
- Maintain strict confidentiality per HIPAA guidelines
- Basic knowledge of mental health processes and counseling ethics
- Excellent communication, time management, and organizational skills
- Proficiency in Microsoft Office, Canva, and Google Workspace
- Ability to assess and prioritize multiple tasks with attention to detail
- Strong interviewing and assessment skills for client intake
- Basic budgeting and expense monitoring abilities
- Problem-solving skills and the ability to collaborate with multiple service providers
- Strong organizational and leadership skills for office management
- Compassionate approach to working with youth and young adults who have experienced trauma and homelessness
- Pass criminal background check and drug/alcohol screening

### **Preferred Qualifications and Experience:**

- *A year of a technical or general studies degree in a related field.*
- *Experience with billing insurance.*
- *Previous office management or administrative leadership experience.*
- *Experience working with youth and young adults experiencing homelessness or trauma.*