

CINCINNATI CENTER *for* DBT

Cincinnati Center for DBT Client Care Coordinator Job Description

Position: Client Care Coordinator

Department: Administrative

Reports To: Chief Operations Officer

Status: Part-time (minimum 20 hours, maximum 30 hours per week)

Essential Function: The Client Care Coordinator is responsible for the day-to-day operations of the practice, including supporting the front and back end of our business, coordinating client appointments, billing, client support, and ensuring our staff is supported. Previous experience in healthcare, mental healthcare, and/or sales is preferred but not required. It is vital this person is honest and able to commit to confidentiality due to the high level of privacy with our clients. Also, we are searching for someone who is empathic to the needs of individuals in the community that are contacting our office. Please do not apply if you do not have high organizational skills and strong ability to communicate.

About Cincinnati Center for DBT: CCDBT is a growing mental health therapy practice offering individual and group therapy to children, teens, families, and adults. The Cincinnati Center for DBT's mission is to provide effective, evidence-based treatment to the community. We help our clients manage and overcome suicidal urges, emotion dysregulation, interpersonal issues, PTSD, depression, anxiety, isolation, and stigma to build a life that they consider worth living.

Our Values: CCDBT lives by values that guide who we are as a team and how we present to our community. We hire staff who bring these values to life.

Radical Genuineness

Team members are radically genuine at all times, including with each other and clients. Team members are free to be themselves and don't strive to act overly professional.

Teamwork

Team members support one another and collaborate frequently. Team members work together to achieve goals and provide excellent client care.

Striving for Excellence

Team members strive to provide excellent care by providing adherent DBT sessions, completing continuing education and training to better serve clients, providing measurement-based care, being timely and punctual, and generally being at the top of their game.

Daily Responsibilities and Duties:

Intake Coordination

- Manage intake calls (respond to phone and email inquiries, schedule intake appointments with appropriate therapist, answer practice-related questions).
- Manage intake paperwork collection and ensure EHR files are accurate.
- Coordinate with clinicians on filling their schedules.
- Provide metrics to Practice Coordinator & CEO on intake stats.

Administrative

- Perform clerical receptionist duties such as filing, photocopying, transcribing, and faxing
- Check office supplies and restock when necessary
- Data entry
- Understand and follow all practice policies and procedures
- Assume responsibility of maintenance of office equipment
- Attend mandatory staff meetings and training as directed by CCDBT
- Takeout/empty trash, water plants as necessary
- Other miscellaneous errands for the office, practice, Practice Coordinator, or CEO

Financial

- Charge and collect payments from clients for services provided consistent with the policy and rate for such services as established by CCDBT
- Oversee and reconcile claims

Marketing

- Create marketing materials such as brochures, flyers, and social media posts about our services

- Follow-up with referrals sources through handwritten cards, visiting offices in-person, or other means
- Edit and publish clinician-written blogs

Essential Skills Needed:

The following describe the preferred skills, knowledge, and abilities needed to successfully perform the duties of the position:

- Align with CCDBT's mission, vision, and values
- Excellent customer service skills
- Able to maintain confidentiality
- Strong written and verbal communication skills and strong interpersonal skills
- Excellent work ethic
- High level of skill with computer systems and ability to navigate between multiple types of software quickly and efficiently
- Proficient in Google Workspace and Microsoft Office suite
- Experience in managing multiple priorities, administrative coordination, and logistics
- Well-organized, detail-oriented, ability to multi-task with great follow-up skills
- High attention to detail and ability to prioritize and complete various projects independently
- Regular and reliable attendance and timely arrival to work is required.
- Natural ability to be a team player.
- Knowledge of the roles and duties of CCDBT's clinician positions and functions
- Knowledge of CCDBT's client experience goals and how to achieve client satisfaction
- Passion for working with others (being collaborative) and helping our team members grow and learn
- Ability to handle and provide straight-forward feedback to Practice Coordinator, CEO, and staff
- Ability to problem-solve and think ahead to ensure any challenges do not greatly impact progress or outcomes for clients or employees
- Ability to set goals and develop achievable timelines to meet them

Education/Experience Requirements:

- Possess and demonstrate sound professional judgment
- Must be able to use computer software, such as electronic health record and google docs.
- Prior experience in healthcare administration setting, particularly mental health care administration, is highly preferred.