



## **COUNSELING SERVICES COORDINATOR**

### **JOB DUTIES**

#### **This person's general responsibilities include:**

- Attending to all aspects of a client's experience from first contact and throughout treatment.
- Answering business phone lines and placing lines on answering service when appropriate.
- Facilitating client check-in and check-out including collection of co-pays and deductibles.
- Maintaining all scheduling.
- Providing timely messages to practitioners.
- Ensuring all opening and closing procedures for the practice are followed.

#### **Additional job responsibilities will include:**

- Demonstrating an understanding of HIPPA compliance with respect to patients and office policy.
- Maintaining client records on the practice's electronic management system (EMS), Therapy Notes.
- Monitoring timely delivery of reports to attorneys, DDS, physicians, etc. Doctors will complete all reports and notes on the EMS, but dissemination and confirmation of receipt of records will be this person's responsibility.
- Supporting training of new support staff.
- Maintaining accurate and current information of referral sources used by the different practitioners.
- Supporting marketing and advertising efforts including promotion of workshops or other office events.
- Supporting clinicians in the professional roles they serve in their professional associations as designated by each of them.
- Informing practitioners of professional issues relevant to the practice as they become available in the APAPO and IPA newsletters.
- Completing a special project each year (as designated by the practitioners) that supports the efficiency of the practice.
- Other duties as assigned.

### **EDUCATION & EXPERIENCE**

The individual must have knowledge of mental health terminology. At least five years of customer service experience in a healthcare environment is necessary. Experience utilizing a computer system or computer terminal is a must. Bilingual applicants with Spanish language proficiency desirable.