



Job Description

Client Care & Billing Associate (Part Time- Contract)

Roots & Branches Therapy is a Brooklyn-based group practice offering in-person group, individual, and couples therapy in-person at Grand Army Plaza and virtually. We are a collaborative, trauma-informed, client-centered team that values diversity in both our backgrounds and clinical orientations. We hire team members who are passionate about the work, committed to professional growth, and open to self-reflection. Our leadership is rooted in service, and we strive to create a safe and supportive environment where team members can thrive, learn from one another, and branch out into their areas of interest.

Position Overview:

The Client Care and Billing Associate plays a vital role in supporting the daily administrative and operational functions of Roots and Branches Therapy PLLC, a psychotherapy practice dedicated to providing trauma-informed, culturally responsive mental health care. Reporting directly to the Supervisor of Operations and Client Care, this position serves as a frontline representative of the practice, ensuring a smooth, confidential, and compassionate experience for clients while maintaining strict adherence to HIPAA regulations and internal protocols.

This role requires a detail-oriented, empathetic professional who is highly organized and follows through on multiple tasks. Committed to upholding the integrity and mission of the practice.

Key Client Care Responsibilities:

- Serve as the first point of contact for clients via Spruce text, Spruce call, or email
- Assist with scheduling, intake coordination, and general inquiries
- Maintain a warm, respectful, and confidential environment for all clients
- Uphold HIPAA standards in all communications and record-keeping
- Monitor and report any compliance concerns to the Supervisor
- Participate in ongoing training related to billing, privacy, ethics, marketing, technology, and client safety

Key Operations/Administrative Responsibilities:

- **Billing:** Collection of payments, review and audit of client files and therapist documentation.
- **Supporting principal (Nicole) in:**
 - Investigating best practices/next steps for Roots and Branches
 - Ordering supplies
 - Setting up/researching service contractors



ROOTS & BRANCHES THERAPY, PLLC.

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- **Proof-reading marketing materials** and updating marketing vehicles in a variety of publications.

Preferred:

- Flexibility and excitement about being part of a team and growing practice
- Humor and grace about the enviable obstacles and missteps we will face together
- Excellent communication and organizational abilities.
- Commitment to ethical practice and cultural sensitivity.

Position Requirements:

- Excellent organizational, communication, and interpersonal skills
- Proficiency in Office 365 Suite
- Adaptable to learning and utilization of new applications and software for process and efficiency
- Commitment to equity, inclusion, and trauma-informed care

Work Location/ Schedule:

- Remote and Asynchronous
- Flexible Scheduling, 6-10 hours per week based on business needs

Compensation:

- Hourly wage aligned with NYC market and minimum wage standards \$20- \$25/hour depending on experience).
- PTO after 90 days of employment as per the paid time off policy set forward in the handbook.
- Paid Sick Leave: Accrual of 1 hour for every 30 hours worked, up to 40 hours per year, in accordance with NYC Paid Safe and Sick Leave Law.

Equal Opportunity & Compliance Statement

Roots and Branches Therapy PLLC is an equal opportunity employer. Our selection is based on qualifications, merit, and business needs. We comply with NYS Labor Law, including pay transparency requirements. Applicants may request reasonable accommodation during the application process.