



Compassion & Healing  
Counseling, LLC

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## Counseling Administrative Coordinator Position Overview

Compassion & Healing Counseling, LLC is a small independent practice located in the City of Chesapeake, VA. We provide general counseling services to the public. The position of Counseling Administrative Coordinator is a non-exempt, hourly position, with a maximum total of 18 hours per week (Tuesday – Friday). The pay for this position is \$15.00/hour and is subject to local, state, and federal tax withholdings. This position does not include benefits. The successful candidate must be a U.S. Citizen and eligible for employment in the United States.

### Responsibilities:

- For 18-hours each week, conduct administrative tasks in accordance with business policies and expectations which include but are not limited to tasks outlined below
- Answer business phone calls in a professional manner consistent with business policies, and professional ethical codes
- Provide business information to callers to include information regarding available counseling services, location, business hours etc.
- Conduct brief screenings with customers inquiring on counseling services to ensure good fit; schedule well-suited clients for intake appointments; provide ill-suited clients with referral information to more suitable providers
- Set-up new clients in the client management system (CMS) by collecting their basic demographic information, and insurance info (if applicable); set-up clients to complete clinical assessments
- Send new client's additional information to set-up their self-serve accounts
- Periodically check for and retrieve business voicemails and provide a call-back as needed to assist clients/potential clients
- Verify client insurance eligibility and benefits before intake sessions; record information in CMS
- Check-in arriving clients; process cash or credit card payments; scan photo ID's and insurance cards, notify clinicians of client arrival; set-up first time clients with device for assessment(s)
- Load compliance forms such as the Good Faith Estimate for cash paying clients
- Perform clerical duties such as composing and sending letters/emails, and creating forms, spreadsheets, and other documents for office use

The ideal candidate will have a minimum of a high school diploma or equivalent. Some administrative/office experience is preferred. Candidates should have excellent customer service skills, proficiency with computers and productivity software, superior organization skills, a consistent professional demeanor and positive attitude, and an overall commitment to excellence. This position currently operates on an in-person schedule and has the potential for additional hours as business necessitates. Those in this role should also be able to complete the above-mentioned tasks remotely without direct oversight when necessary. A background and credit check and drug testing are required as a condition of employment.

Interested parties should submit a letter of interest and resume to Dr. Alicea R. Jenkins at [admin@compassionandhealingcounseling.com](mailto:admin@compassionandhealingcounseling.com). All applicant information will be reviewed and only select candidates will be contacted for an interview. No in-person inquiries, or phone calls will be accepted.