

**Client Services Manager | Front Desk (Remote)
Part Time (M – F, 8:30 AM – 12:00 PM)**

Family & Children's Counseling Services, Inc. is a family services organization that provides behavior coaching, counseling, therapy, training and Court- ordered services to children, teens, adults, families and school staff.

Family & Children's Counseling Services, Inc. is looking for an efficient, compassionate Client Services Manager to assist with our Therapy Program.

This position is remote. The right candidate will have the ability to access a confidential space to answer the phone, respond to emails, and log in to our HIPAA compliant records system.

Must be able to pass background clearances according to law.

RESPONSIBILITIES:

The primary responsibilities of this person, under the direction of the Regional Clinical Supervisor, are to:

Primary Responsibilities

- Learn and implement company Mission, Vision, Philosophy and Values
- Learn and implement company policies and procedures
- Maintain the confidential nature of client service; must sign HIPAA compliance agreement (BAA; Business Associate Agreement)
- Create a positive first impression and provide a professional experience for potential clients (via phone, email, social media, and/or in person) by establishing rapport, answering questions, and identifying and solving problems
- Build relationships with clients, potential clients, and the community
- Thoroughly learn client onboarding procedures (Client Portal invites, intake paperwork, collaborating with Billing Manager and assigned Provider) to ensure a competent, efficient Welcome to each new client
- Thoroughly learn how to use EHR – electronic health records- system, then provide training and support to staff and clients to ensure accurate completion and maintenance of electronic files
- Answer staff and client questions and/or direct to appropriate staff for timely assistance
- Check, sort, answer, and/or forward email
- Provide clerical support to Therapeutic Program staff

- Respond appropriately to, and effectively manage, issues as they arise before escalating to upper management
- Maintain daily, weekly and monthly reports
- Model positive attitude, behavior and language
- Create, post and respond to social media updates in accordance with company policy and state law
- Ensure compliance with all licensing boards, state, and federal, and other regulatory agencies
- Engage in outreach and community engagement activities, as directed
- Attend staff meetings, trainings and community events, as scheduled
- Other duties as assigned
- Open to taking on new roles as business expands

Not all duties are done every day, or even every week; must be able to switch gears easily. The ability to enjoy a variety of challenges is preferred; no day is ever the same.

WORKING CONDITIONS:

While performing job duties, the employee will be sitting, standing, reaching and documenting via electronic or hand-written methods. This is a remote position.

NOTE: Callers are often distressed, and need a compassionate and knowledgeable person to listen without distraction. Noisy and /or distracting environments are NOT appropriate for this position.

NOTE 2: Our profession and this position falls under HIPAA privacy laws. Candidates MUST be able to maintain caller or emailer confidentiality. Busy environments and/or shared computer situations are NOT appropriate for this position.

This position requires the ability to communicate with staff and clients. Reasonable accommodations may be made to qualified employees to assist them in performing job duties.

QUALIFICATIONS:

- 1-2 years' experience working in an office or customer service setting (medical or mental health preferred)
- Strong general computer skills
- Ability to use a computer, a client portal system, an email system and voice mail system
- An upbeat, professional manner
- Critical thinking and problem-solving skills
- Great communication and interpersonal skills
- A demonstrated ability to work independently and as part of a team
- An ability to follow directions
- A sense of ownership and pride in your performance and its impact on the company's reputation and success

- Embody a strong attention to detail with excellent time management
- Mandated Child Abuse Reporting (or willing to be trained)
- Ability to communicate in English- verbal and written skills
- Bi-lingual strongly encouraged to apply

FCCS is an Equal Opportunity Employer

Employment opportunities are, and shall be, open to all qualified applicants solely on the basis of their experience, aptitudes and abilities. It is the policy of Family & Children’s Counseling Services, Inc. to grant equal employment opportunity to all applicants and employees without regard to race, color, national origin, marital status, disability, Vietnam Era Veteran status, age, religion, political affiliation, gender or sexual orientation. FCCS is committed to providing a fair, equitable, diverse and inclusive work environment. We welcome candidates that will promote and value diversity and exercise teamwork and collaboration.

FCCS is an equal opportunity employer. Please visit the FCCS website at www.HealPlayLove.org.

HOW TO APPLY: Send your resume to hr@healplaylove.org with the subject heading “Client Services Manager.” Please include your desired hourly wage. NO PHONE CALLS PLEASE. FCCS cannot respond to each inquiry or application. If you are selected for an interview, you will be notified by email or phone.

Job Type: Part-Time / Remote

FCCS Offers:

Professional Development and Training
Career Growth Opportunities
Company Cellphone and Tablet or Stipend
Travel Reimbursement