



Mosaic Counseling

— Connecting you to hope and healing

Job Description:	Communications and School Outreach Coordinator
Reports To:	Executive Director
Hours:	Full-Time; Hourly
Location:	Grand Haven, MI office location; serving Ottawa County and parts of Kent County

Mosaic Counseling is a 501©3 nonprofit agency that has provided vital mental health services to the community since 1978. ***The mission of Mosaic is to offer hope and healing to ALL by providing accessible and affordable professional counseling services.***

Mosaic Counseling is continuously growing, and the work environment is fast paced. Candidates need the ability and desire to navigate and thrive in such an environment.

The ideal candidate will, first and foremost, believe in and be passionate about the mission of Mosaic Counseling. This passion is imperative to successfully advocate for the essential mental health services that Mosaic provides.

We would like to hear from you if you:

- are passionate about the mission of Mosaic.
- contribute to a positive work culture.
- conduct yourself in a positive and collaborative manner.
- are driven and goals oriented (measurable).
- are a self-starter and take initiative to be creative and think outside the box.
- are able to multi-task on a variety of projects AND meet deadlines.
- are a relationship builder and always looking for opportunities to advance the mission of Mosaic.
- pay attention to details and pride yourself on accuracy.
- are a strong communicator and feel comfortable speaking to a variety of audiences.
- possess strong networking skills.
- have a proven ability to plan and follow through.
- are punctual to the office and meetings.
- work with an urgency that matches the growing need for the accessible and affordable mental health services that Mosaic Counseling provides.
- have integrity and the ability to maintain a high degree of trust and confidentiality.
- are committed to diversity, equity, and inclusion.

Essential Duties and Responsibilities

Communications

- Oversee and create all social media communications.
- Create and oversee newsletters and marketing materials.
- Remain alert to public relations opportunities. Issue press releases or seek coverage in appropriate ways.
- Research, develop and maintain donor database.
- Provide Mosaic's leadership team with key reports and information, analysis and feedback regarding donors, activities, goals, and outcomes.

School Outreach

- In collaboration with Executive Director, review participating schools, budgets, and plans for each school year.
- Interface with participating school districts throughout the year to determine their needs.
- Create, update, and distribute forms, handbooks, utilization reports, and other program documents for schools and therapists.
- Recruit and place therapists in schools as appropriate.
- Conduct orientation with therapists prior to school year.
- Process intake forms from schools and coordinate with assigned therapist to ensure students are receiving counseling in a timely manner.
- Review, analyze and report on data provided weekly by therapists.
- Monitor utilization rates of therapists at each school and adjust when necessary.
- Distribute surveys to parents of participating students and analyze and report on feedback.
- Periodically meet with school district and building representatives to review program status, utilization rates, satisfaction, and areas for improvement.

Qualifications

- Bachelor's degree, or equivalent experience, preferably in social sciences, marketing, business administration, or related field, and evidence of ongoing professional development.
- Three plus years of experience and proven success in a similar role, especially in the areas of communications and marketing.
- Outstanding written and oral communication skills.
- Ability to work independently.
- Computer proficiency in Microsoft Office, WordPress, Canva, Salesforce or similar CRM.
- Willing to work flexible hours.
- Experience in or familiarity with nonprofits.

Physical Demands and Work Environment

This position is a 40-hour non-exempt position at Mosaic's main office in Grand Haven, MI. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Ability to carry and transport, sometimes heavy, items for events.
- Ability to work a 10+ hour day leading up to events and on event days.
- At ease in large, sometimes noisy crowds.
- Ability to work in an office environment requiring standing, sitting, keyboarding and movement around the facility.
- Ability to travel to and attend off-site meetings and events.

Mosaic Counseling is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.