



Mosaic Counseling

Where you are seen, heard, valued, and connected

Job Description: **Client Services Manager**

Reports To: Director of Operations

Hours/Location: 40 Hours per week
The location is shared between Mosaic's Grand Haven and Grand Rapids offices

Salary: \$22 to \$25 per hour

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 serve the mental health needs of a community through accessible, affordable, professional counseling, by connecting individuals to personalized support in their time of need.***

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.
- are able to 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.
- 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.

Essential Duties and Responsibilities

- Supervise Intake Specialists and interns: manage and provide oversight to the Intake Specialist Team, ensuring they perform their roles efficiently and accurately.
- Provide guidance, feedback, and support to team members to maintain high standards of client care and service.
- Assist with hiring, onboarding, and managing Intake Specialists.
- Evaluate the performance of the Intake Team regularly; conduct performance reviews, set goals, and identify areas for improvement.
- Address issues or concerns that arise within the Intake Team, including client complaints, workflow bottlenecks, or scheduling challenges, and work to resolve them in a timely manner.
- Assist Intake Specialists with complex client assessments and decision-making, ensuring that clients are appropriately matched to therapists and services based on their needs, insurance coverage, and financial circumstances.
- Serve as the designated point person for clients presenting with suicidal ideation or elevated risk.
- Recruit, train, and manage daily activities of interns and internship contract requirements.
- Assign cases or tasks to interns as needed, making sure they have appropriate workloads and client cases that align with their skills and training.
- Establish and implement best practices and protocols for intake procedures.
- Supervise the accurate input and maintenance of client data in the client management system. Ensure all client records are complete, up-to-date, and compliant with HIPAA standards.
- Monitor the flow of client referrals, ensuring appropriate distribution across the panel of therapists.
- Conduct client intakes.
- Assist with the vetting and onboarding of panel therapists as requested.
- Serve as the liaison for therapist-related questions and concerns.
- Contact and procure panel therapists for community crises and support groups.
- Coordinate and manage groups including the collection of group participant information.
- Attend and/or provide training for mental health related community events and group forums as requested.
- Generate periodic reports on client intake statistics and team performance for management review. Assist with reporting requirements for grants and KPIs of Mosaic Counseling.
- Collaborate with billing services to ensure that all billing issues are addressed in a timely manner. Resolve any discrepancies between services rendered and payment.
- Provide regular updates to leadership on team performance, client intake trends, billing issues, and any challenges faced by the Intake Team or clients.
- Offer suggestions for improvements in client services, team structure, or operational processes that align with the mission and goals of Mosaic Counseling.
- Additional administrative responsibilities as requested.

Qualifications

- Master's Degree, or equivalent experience, preferably in psychology, counseling, or social work.
- Experience in Salesforce or other CRM programs preferred.
- Proficient in Office 365.
- Familiarity with various insurance providers.
- Outstanding written and oral communication skills.
- Excellent time management skills and ability to follow through in a timely manner.
- Analytical skills with particular attention to detail.
- Experience or familiarity with nonprofits.

Physical Demands and Work Environment

This position is a 40-hour non-exempt position located at the Grand Haven office, with one to two days a week at the Grand Rapids office. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

- Ability to work in an office environment requiring standing, sitting, keyboarding and movement around the facility.
- Ability to drive to Grand Rapids office and other locations as requested.