



# Mosaic Counseling

Where you are seen, heard, valued, and connected

Job Description: **Intake Specialist (Part-Time)**

Reports To: Client Services Manager

Hours/Location: 20 - 35 hours per week  
Location is onsite at the Grand Haven office.

Salary: \$18 to \$20 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

- Handle inbound calls, emails, and messages from potential clients or their families. Provide information about services, intake procedures, and answer any questions they may have.
- Demonstrate empathy and sensitivity when speaking with clients, especially those in crisis or experiencing emotional distress.
- Maintain a calendar schedule for intakes.
- Establish rapport with clients and gather necessary information from clients regarding their mental health concerns, goals, insurance details, and financial situation.
- Assess clients' financial situation to determine eligibility for sliding scale fees, if applicable.
- Act as an advocate for clients by ensuring they are matched with therapists who meet their specific mental health needs and personal preferences.
- Navigate paneled therapists' areas of expertise to best match clients.
- Accurately enter client information into the client management system, ensuring all documentation follows HIPAA and confidentiality regulations.
- Communicate effectively with therapists and other clinical staff to ensure seamless coordination between intake and therapy services.
- Maintain quality intake record information and perform regular quality checks.
- Work collaboratively to support the work of interns.
- Provide input and collaborate on best practices to identify areas for process improvements in client intake, appointment scheduling, or service coordination.
- Generate reports for leadership regarding client intake trends, referral statistics and any other metrics as requested.
- Answer phones and schedule intakes.
- Additional administrative responsibilities as requested.

### Qualifications

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

### Physical Demands and Work Environment

This position is an up to 35-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 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 be on the phone for long periods of time.