



JOB OPENING

JOB TITLE: Client Services Coordinator

DEPARTMENT: Clinical/Administration

SUPERVISOR: Front Office Coordinator

STATUS: Hourly

SALARY SCALE: DOQ/DOE **FTE:** 1.00

BENEFITS: Business Casual Work Environment, Life Insurance, Disability Insurance, Employee Assistance Program, Medical/Vision/Dental Insurance, Generous Sick/Vacation Leave, Holiday + 2 Floating Holidays, 403(b) with Matching, Flexible Spending Account and much more. In addition to these benefits, we like to believe that our flexible and understanding culture within AYR is one of the biggest benefits we have to offer!

OUR MISSION: With the belief that every young person should be given the opportunity to grow and progress to their fullest potential, our professional and compassionate staff provide a continuum of programs and services to our evolving and diverse regional community.

JOB SUMMARY: The Client Services Coordinator is the primary agency contact person for clients seeking services at AYR. The Coordinator supervises pre-intake screening, and handles the flow of client services, including case assignments, insurance benefit checks, chart information and review, and releases of information.

ESSENTIAL RESPONSIBILITIES, DUTIES AND TASKS:

1. Screening all calls from consumers seeking counseling services at AYR.
2. Follows up prescreens with assessment of service needs, financial status and placement on wait list for intake. Enters prospective client into AYR database.
3. Coordinates financial arrangements for services at AYR Main, and generates financial agreements for each service. This includes payment by Medicaid, private insurance, and fee formula; and requests for fee adjustment.
4. Manages master calendar for scheduling individual and family counseling intakes.
5. Coordinates assignment of clients with interns/therapists, and prepares appropriate files and materials. As needed, consults with Clinical Director for assignment of multi-system affected client families.
6. Performs insurance benefit checks and uses this information to establish payment schedules for new clients.
7. Coordinates with clinicians in processing release of client information in accordance with WACs and agency policies and procedures.

8. Acts as back-up support to Front Office staff and South Campus Administrative Assistant as needed.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

EDUCATION and EXPERIENCE:

Requires one of the following:

- (a) Five years of experience in an office setting working in a clinical counseling agency with a heavy emphasis on intake and referral systems **OR**;
- (b) AA degree in related field along with three years of experience working in an office setting, preferably in a social service agency **OR**;
- (c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

MINIMUM QUALIFICATIONS:

- Proficient with Microsoft Word and Excel, familiarization with computerized systems preferred;
- Ability to learn computerized query systems;
- Excellent communication skills, both oral and written;
- Good organization and presentation skills;
- Excellent customer service skills;
- High level of attention to detail;
- Accuracy in data entry;
- Ability to manage daily tasks with a minimum level of oversight;
- Willingness and ability to work with people from a variety of racial, cultural, educational and economic backgrounds with various lifestyles;
- Ability to maintain confidentiality.

PHYSICAL DEMANDS/WORKING CONDITIONS: This position works performing general office duties. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed.

HOURS & COMPENSATION: This is a full-time (40 hours per week) position. Pay is DOE/DOQ with full benefits package.

TO APPLY: Applicants should submit a resume with a cover letter to DelethaWr@ayr4kids.org.

Applicants may submit resumes by mail to: **Auburn Youth Resources, Attn: Human Resources Department, 1000 Auburn Way South, Auburn, WA 98002.**

CLOSING DATE: Open Until Filled.

Auburn Youth Resources is committed to equal employment opportunity in all employment practices for all individuals without regard to race, religion, color, national origin, sex, age, handicap, marital status, or veteran status.