

CINCINNATI CENTER *for* DBT

Cincinnati Center for DBT Practice Coordinator Job Post

Position Overview: Cincinnati Center for DBT (CCDBT) is seeking a full-time practice coordinator. The practice coordinator is responsible for the day-to-day operations of the practice, including supporting the front and back end of our business, coordinating client appointments, billing, client support, and ensuring our staff is supported. Previous administrative experience in healthcare and/or mental healthcare experience is preferred but not required. It is vital this person is honest and able to commit to confidentiality due to the high level of privacy with our clients. Also, we are searching for someone who is empathic to the needs of individuals in the community that are contacting our office. Please do not apply if you do not have high organizational skills and strong ability to communicate.

This is a full-time, overtime exempt salaried position requiring 40 hours of work per week Monday-Friday.

About the Cincinnati Center for DBT: CCDBT is a growing mental health therapy practice offering individual and group therapy to children, teens, and adults. The Cincinnati Center for DBT's mission is to provide effective, evidence-based treatment to the community. We help our clients manage and overcome suicidal urges, emotion dysregulation, interpersonal issues, PTSD, depression, anxiety, isolation, and stigma to build a life that they consider worth living.

Our Values: CCDBT lives by values that guide who we are as a team and how we present to our community. We hire staff who bring these values to life.

Creating strong relationships: Building strong, meaningful relationships is a basic need for all of us. We value building relationships within our community and helping our clients do the same. It's also a hallmark of our business to promote strong, lasting bonds within our team and to work collaboratively both in the office and out in the community.

Invest in quality: We're committed to providing the best atmosphere for our clients and our team. Our commitment is seen in our beautiful workspace for our employees, a comforting space for our clients, and in offering the extra touches like coffee and tea stations, letting staff's personalities shine through in office decor, and a collaborative environment for our team. We promote continued education for our clinicians through trainings in evidence-based practices so clients can feel safe knowing their therapist is always growing in their skill.

Promoting inclusion: We promote hiring staff of varying backgrounds, beliefs, and specialties to better serve the diverse and unique experience of our clients. It's also important that our office promotes a foundation of diversity, equity, and inclusivity in its culture and practice.

Radical genuineness: As a DBT practice, we strongly believe in and promote radical genuineness, both with team members and clients. We value the uniqueness and genuineness of each staff member and client and encourage staff to be comfortable in being their genuine selves.

Serving the community: Part of our mission is to contribute to promoting wellness within the community through community involvement, speaking engagements, and financial contributions. It is our goal to reach more people and provide psychoeducational services through regular outreach in the community.

Responsibilities of this position include:

Intake Coordination

- Manage intake calls (respond to phone and email inquiries, schedule intake appointments with appropriate therapist, answer practice-related questions).
- Manage intake paperwork collection and ensure EHR files are accurate.
- Manage, be accountable for, and improve the practice's client experience and ensure client satisfaction.
- Coordinate with clinicians on filling their schedules.
- Provide direction to clinicians and admin teams on best practices for improving scheduling process.
- Provide metrics to CEO on intake stats.
- Identify areas where we need improvement in client intake process and initiate the improvement measures.

Administrative

- Perform clerical receptionist duties such as filing, photocopying, transcribing, and faxing
- Check office supplies and restock when necessary
- Data entry
- Facilitate, organize, and lead the onboarding of new staff
- Understand and follow all practice policies and procedures
- Ensure new staff are supported throughout the first 90 days
- Take lead in making changes in the onboarding process that better serve new staff's growth and onboarding
- Ability to identify areas where we need improvement administratively and in client experience and initiate the improvement measures.
- Collaborate with the management and staff on improving overall client and employee experience.
- Assume responsibility of maintenance of office equipment
- Attend mandatory staff meetings and training as directed by CCDBT
- Takeout/empty trash, water plants as necessary
- Maintain the office intranet
- Other miscellaneous errands for the office, practice, or CEO

Financial

- Charge and collect payments from patients for services provided consistent with the policy and rate for such services as established by CCDBT
- Oversee and reconcile claims
- Act as timekeeper and run payroll

Marketing

- Create marketing materials such as brochures, flyers, and social media posts about our services
- Follow-up with referrals sources through handwritten cards, visiting offices in-person, or other means
- Edit and publish clinician-written blogs

Assistant to CEO

- Complete various personal assistant tasks for CEO as needed.
- Other duties as may be assigned.

Required Skills:

- Align with CCDBT's mission, vision, and values
- Excellent customer service skills
- Able to maintain confidentiality
- Strong written and verbal communication skills and strong interpersonal skills
- Excellent work ethic
- Proficient in Google Workspace and Microsoft Office suite
- Experience in managing multiple priorities, administrative coordination, and logistics
- Well-organized, detail-oriented, ability to multi-task with great follow-up skills
- High attention to detail and ability to prioritize and complete various projects independently
- Regular and reliable attendance and timely arrival to work is required.
- Natural ability to be a team player.
- Knowledge of the roles and duties of CCDBT's clinician positions and functions
- Knowledge of CCDBT's client experience goals and how to achieve client satisfaction
- Passion for working with others (being collaborative) and helping our team members grow and learn
- Ability to handle and provide straight-forward feedback to CEO and staff
- Ability to problem-solve and think ahead to ensure any challenges do not greatly impact progress or outcomes for clients or employees
- Ability to set goals and develop achievable timelines to meet them
- Prior experience in health care administration setting, particularly mental health care administration, is highly preferred.