



THE LIGHTHOUSE LE PHARE

COUNSELLING & PSYCHOTHERAPY
COUNSELING ET PSYCHOTHÉRAPIE

Client Care Coordinator - Job Description

The Lighthouse—Le Phare Counselling & Psychotherapy is a growing mental health practice. We offer counselling, psychotherapy, and neurofeedback services for groups, individuals, couples and families, children, and youth. We are committed to the well-being of individuals in our communities and offer a warm and compassionate approach.

We are seeking to add a Client Care Coordinator to our growing team. You will work alongside mental health professionals and be our warm and welcoming first point of contact to help clients navigate our services. You will also play a vital support role with our team of clinicians and students.

Minimum Qualification Requirements

- 2 years of experience in client care and administrative roles, preferably in a clinical environment
- Experienced in providing client or patient services with a sensitivity to mental health issues
- Ability to maintain confidentiality and exercise sound professional and ethical judgement
- Proficient with the Microsoft Suite of products (Word, Excel, PowerPoint, Outlook)
- Familiarity with Adobe Creative Suite (Photoshop, Illustrator, InDesign) and/or Canva
- Working knowledge of social media for monitoring and advertising purposes
- Strong literacy and numeracy skills to handle administrative and general bookkeeping tasks
- Outstanding verbal and written English communication skills and bilingualism (French/English) preferred
- Proactive team player with a positive attitude and great follow-up skills
- Strong organizational skills, acute attention to detail and result-oriented
- Demonstrated ability to take initiative and solve problems quickly
- Ability to follow directions and work independently are essential
- College Degree/Diploma in Business Administration/ Marketing or similar and/or previous experience working in a health practice preferred

Other requirements

This is a part-time, permanent position for 20 hours per week, with the potential for an increase in hours as the practice continues to grow. We are looking for a right-fit individual who will grow with us and who is looking for the stability of a long-term position.

Location of work: 212 Van Buren Kemptville, ON.

Hours

9:00 am to 1:00 pm, from Monday to Friday.

Job Duties and Responsibilities

You will be responsible for carrying out the administrative activities of the practice while maintaining client confidentiality and following all practice policies and procedures. These activities include:

- Answering our telephone and relaying telephone calls and messages.
- Answering electronic enquiries and tracking referrals.
- Tracking client payments and assisting clinicians with scheduling, billing and receipting.
- Assisting with marketing activities, scheduling social media posts, writing content, and creating graphics.
- Conducting monthly EHR file audits to ensure compliance.
- Reconciling monthly clinician invoices and liaising with bookkeeping staff to prepare month and year-end accounting.
- Overseeing and coordinating office administrative procedures and maintaining operations and procedures manuals.
- Monitoring and ordering supplies.
- Helping keep common areas tidy.
- Other related duties.

Personal qualities

You are personable and calm. You enjoy contact with clients while maintaining strong professional boundaries.

You are experienced in providing administrative support in a clinic environment and familiar with EHR systems.

You have outstanding written and verbal communication skills and are experienced in accurate record-keeping.

You are self-aware, capable of working independently, accepting direction, and asking for help when needed. You are also keen to collaborate with team members.

What we offer

We offer a warm, collegial and supportive work atmosphere. The Lighthouse-Le Phare Counselling & Psychotherapy values the diversity of the people we hire and serve. We strive to foster a workplace where individual differences are recognized, appreciated, respected and responded to in ways that help develop each person's talents.

As our practice's first contact person, you will be uniquely placed to introduce potential clients to the compassionate, professional care they can expect from us. You can be a meaningful contributor to our clients' first efforts toward improving their mental well-being.

We offer compensation of \$20-\$22 per hour commensurate with experience and the possibility of growing your career with us.