

UNION SETTLEMENT

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Client Care Coordinator
Department: Mental Health Services
Reports to: Client Care Manager
Hours: Full-Time

Responsibilities:

- Meet and greet clients at the front desk.
- Initiate contact to gather required clinical and demographic data from patient and sources.
- Schedule Intakes with intake therapists and complete necessary paperwork.
- Review referrals and verify all information.
- Work with Clinical Supervisor around case assignment as needed.
- Provide receptionist coverage when not coordinating Intakes.
- Provide reception for walk in clients and urgent phone call referrals.
- Generate daily logs and encounter forms.
- Distribute and log metro card disbursements.
- Update Accumed / My Evolv database regarding client visit status.
- Call clients for appointment reminders.
- Distribute logs and encounter forms to therapists.
- Additional duties as assigned by supervisor.

Qualifications:

- High school diploma; candidates with college credits preferred.
- Strong computer skills; knowledge of MyEvolv billing software a plus.
- Demonstrated experience in maintaining software data and protocols.
- Ability to work independently.

- Excellent interpersonal, organizational, and communication skills.
- Exemplary and dedicated work ethic.
- Bilingual (English/Spanish).

To Apply:

Please send Cover Letter, Resume, Salary Requirements, and References to:
mentalhealthcareers@unionsettlement.org.

Please indicate Client Care Coordinator in subject of e-mail.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER