

# UNION SETTLEMENT

## EMPLOYMENT ANNOUNCEMENT

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](http://www.unionsettlement.org).

**Position:** Client Care Associate  
**Department:** Mental Health Services  
**Reports to:** Deputy Director  
**Hours:** Full-Time

### Position Summary:

We are seeking a candidate who excels at multi-tasking, is a team player who works effectively with everyone in the office, and a positive, proactive, solutions-oriented problem solver with top notch organizational skills. As the Client Care Associate, you will be expected to present and maintain a professional, courteous, service focused, and approachable demeanor at all times. You will perform a wide range of front office administrative duties, including being the “face” of our busy office.

### Responsibilities:

- Meet and greet clients at the front desk.
- Generate daily logs and encounter forms.
- Distribute and log metro card disbursements.
- Update Accumed / My Evolv database regarding client visit status.
- Pull charts on behalf of doctors for scheduled client visits.
- Call clients for appointment reminders.
- Distribute logs and encounter forms to therapists.
- Translate (Spanish to English) for doctors conducting evaluations.
- Reconciliation of transportation forms for reimbursement.
- Type reports as requested.
- 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](mailto:mentalhealthcareers@unionsettlement.org).

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

**UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER**