



NEWBERG

COUNSELING & WELLNESS

Administrative Assistant: Independent Contractor

Part time up to 8-10 hours per week

Compensation: \$14 per hour to start

Remote or on-site: 95% remote, 5% on site in Newberg, OR

Equipment Needed: Computer, secure internet access, quiet work space, smart phone.

Job Post Updated: 1/11/2021

Please send your *resumé and cover letter* to Heather Parrott via email:

office@newbergcounselingandwellness.com

Job Description: The Administrative Assistant will communicate with potential clients, arrange intakes, check client benefits, and operate as a communication liaison between clients and clinicians. Answer the phone business line and fax line during work hours. Directly reports to the Office Manager.

Requirements:

- Customer service skills: including ability to provide non-judgmental assistance to a diversity of populations (race, socio-economic status, insurance status, LGBTQ+, religious affiliation, etc.)
- Strong written and verbal communication skills
- Ability to hold details while seeing the big picture
- Ability to convey professionalism, respect and friendliness to all clients
- Ability to work independently and to move from task to task once trained
- Desire to learn systems in a growing practice
- Desire to learn about mental health and private practice
- Compliance with all client privacy and HIPAA requirements
- Ability to bring non-judgmental kindness to clients calling in need or crisis
- Knowledge of G-Suite: Google Docs, Google Sheets, Gmail, etc.

Tasks include:

-Phone: Answer or call back during hours he/she is working, check voicemail, make a list of any follow up calls or tasks that need to be communicated to the office manager, schedule new clients by collecting demographic information (Insurance, DOB, etc) and adding to the clinician's schedule in the electronic health records

-Assist clients with scheduling, documentation requests and payments.

-Manage therapist wait lists

-Respond to email inquiries



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-Know the specialties of each clinician, the hours they work and their availability to make the most appropriate therapist match

-Know the insurances that each clinician takes in network and out of network

-Various projects as requested by the business owner or office manager

-Contractor may attend staff meetings if he or she chooses (virtually or in person) but is not required.

Compensation: \$14 per hour to start payable monthly via direct deposit. Opportunity in the future for increased rate per hour and increase hours. No benefits are offered at this time.