



CROSSPURPOSE

Counseling Center Coordinator 2024 Job Description

Scope and Position Responsibilities: This position will be responsible for effectively communicating and encouraging participation in counseling opportunities to our Leaders, while also providing administrative duties and coordination support for the Director of Clinical Supervision & Training and our team of counselors. This position will contribute to the overall mission of empowering individuals in the CrossPurpose Leader programs. This person will assist in scheduling, communication coordination, meeting preparation, and department management. He/she will maintain timely day-to-day communication and coordination in order to empower the Spiritual Development team to operate at full strategic capacity. This person should be efficient and effective at managing details and data, while also outgoing and comfortable deeply engaging with people of all backgrounds.

Department: Spiritual Development

Supervisor: Director of Clinical Supervision & Training

Direct Reports: 0

Indirect Reports: 0

Major Areas of Responsibility

- **Leader Engagement:**
 - Act as a point of contact for Leaders seeking counseling services
 - Engage in pre-counseling initial consult with Leaders, determining level of interest and commitment, general issues seeking treatment for, obtaining personal information and assisting with Leader Counseling Forms
 - Identify and engage in active recruitment efforts to engage Leaders in mental health support
 - Communicate the availability and opportunities of counseling services offered by CrossPurpose.
 - Build and maintain relationships with Program Team staff and Leaders, along with the Counselors and Spiritual Development Team.
- **Administrative Support:**
 - Support Leaders enrollment in Medicaid
 - Support implementation and entry of Medicaid mental health charting and billing
 - Assist in scheduling counseling sessions and maintaining accurate records of client appointments.
 - Handle initial inquiries and intake processes for potential clients, ensuring all necessary paperwork is completed.



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- Manage the organization and maintenance of client files and confidential information in accordance with relevant regulations.
- **Coordination with Clinical Team:**
 - Serve as a liaison between the Director of Clinical Supervision & Training, counselors, and other staff members.
 - Facilitate communication and collaboration among team members to ensure the smooth operation of counseling services.
 - Coordinate training sessions, workshops, and professional development opportunities for counselors as directed by the Director of Clinical Supervision & Training.
- **Project Coordination:**
 - Support the execution of various projects within the Spiritual Development Department.
 - Collaborate with team members to ensure project timelines and deliverables are met.
- **Resource Management:**
 - Assist in the management of departmental budgets, expenses, and financial documentation.
- **Other duties as assigned**

Qualifications

- Bachelor's degree in office administration, communications or related field preferred
- 1-3 years of experience providing administrative support
- Strong ability to communicate thoughtfully and effectively to a wide variety of audiences
- Engaging, charismatic personality and strong comfort level working with people with mental health challenges
- Understanding of Medicaid and mental health billing preferable
- Highly professional written and verbal communication skills
- Ability to protect and appropriately handle confidential information
- Excellent organizational abilities and attention to detail.
- Ability to work independently and collaboratively within a team.
- Ability to problem-solve, multi-task, complete work on time and work independently
- Proficient in Google G Suite and other software.
- Deep passion for the CrossPurpose mission and values.
- Must provide a working laptop (PC preferred) and smartphone.



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Hours, Compensation and Benefits

Hours: 40 hours/week: Monday - Friday 8:00am - 5:00pm, occasional other hours as scheduled.

Salary/Wage : \$55,000 - \$66,000 annually

Performance Bonus: Up to 5% of salary

Vacation: 15 days per year, plus the office is closed Christmas Day - New Years Day and staff have limited duties

Sick Days: 6 days per year

Insurance Benefits: Health, dental, vision, workers compensation, unemployment, short term disability, long term disability

These and other benefits are discussed in more detail in our Employee Handbook.