



Mosaic Counseling

Where you are seen, heard, valued, and connected

- Job Description: **Intake Specialist (Part-Time)**
- Reports To: Client Services Coordinator
- Hours/Location: 20 hours per week
 Location is onsite at the Grand Haven office.
- Salary: Beginning salary is \$20 per hour.

Mosaic Counseling is a 501©3 nonprofit agency that has provided vital mental health services to the community since 1978. ***The mission of Mosaic is to serve the mental health needs of a community through accessible, affordable, professional counseling, by connecting individuals to personalized support in their time of need.***

Mosaic Counseling is continuously growing, and the work environment is fast paced. Candidates need the ability and desire to navigate and thrive in such an environment.

The ideal candidate will, first and foremost, believe in and be passionate about the mission of Mosaic Counseling. This passion is imperative to successfully advocate for the essential mental health services that Mosaic provides.

We would like to hear from you if you:

- are passionate about the mission of Mosaic.
- are able to contribute to a positive work culture.
- conduct yourself in a positive and collaborative manner.
- are driven and goals oriented (measurable).
- are a self-starter and take initiative to be creative and think outside the box.
- are able to multi-task on a variety of projects AND meet deadlines.
- are a relationship builder and always looking for opportunities to advance the mission of Mosaic.
- pay attention to details and pride yourself on accuracy.
- are a strong communicator and feel comfortable speaking to a variety of audiences.
- have a proven ability to plan and follow through.
- are punctual to the office and meetings.
- work with an urgency that matches the growing need for the accessible and affordable mental health services that Mosaic Counseling provides.
- have integrity and the ability to maintain a high degree of trust and confidentiality.
- are committed to diversity, equity, and inclusion.

Essential Duties and Responsibilities

- Establish rapport with clients and determine presenting issues.
- Navigate therapists' areas of expertise to best match client.
- Enter data into client record management system.
- Effectively represent and communicate referrals to therapists.
- Provide input and collaborate on best practices.
- Answer phones and schedule intakes.
- Additional administrative responsibilities as requested.

Qualifications

- Bachelor's Degree, or equivalent experience, preferably in psychology or social work.
- Experience in Salesforce or other CRM programs preferred.
- Proficient in Microsoft Office suite.
- Familiarity with various insurance providers is a plus.
- Outstanding written and oral communication skills.
- Excellent time management skills and the ability to follow through with clients in a timely manner.
- Analytical skills with particular attention to detail.
- Experience or familiarity with nonprofits.

Physical Demands and Work Environment

This position is a 20-hour non-exempt position at Mosaic's main office in Grand Haven, MI. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

- Ability to work in an office environment requiring standing, sitting, keyboarding and movement around the facility.
- Ability to be on the phone for long periods of time.

Mosaic Counseling is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veterans status, sexual orientation, gender identity or gender expression.

Please send your resume and cover letter to Kim@mosaiccounseling.com