



**Redeemer  
Counseling  
Services**

### **Scheduling & Services Coordinator (Full-Time)**

FLSA Status: Non-exempt

Band: 5

Work Hours: Full-time, 40 hours

Department: Redeemer Counseling Services

Report to: Operations Director

Date: August 1, 2019

Full-time, 40 hours a week, Monday to Friday:

- Daytime shifts (9am – 5:30pm) and evening shifts (12pm – 8:30pm)
- Daytime currently Monday, Thursday, Friday regularly.
- Evening currently Tuesday, Wednesday regularly

Office Location: Redeemer Presbyterian Church Offices

1166 Avenue of the America, New York, NY 10036

### **Description**

Redeemer Counseling Services (RCS) offers over 450 individual, couples and family therapy sessions each week as well as pastoral counseling training program, workshops and more. Our vision is to transform people from all walks of life through professional, gospel-centered counseling, and to equip others to counsel through the redemptive power of the gospel.

Redeemer Counseling seeks a highly motivated and organized individual coordinate with counselors and client offering first sessions in timely manner, and shape a caring experience for all customers seeking care at RCS. The Scheduling & Services Coordinator reports to the Operations Director, and will:

1. Provide excellent customer service in a fast-paced office
2. Organize counselor pairings and referrals
3. Schedule new and returning clients in a high demand situation
4. Propose and participate in efficient strategies for tasks
5. Navigate and collaborate with the admin team on all aspect of client care from first point of contact, intake and through termination

### **Responsibilities:**

- Assist in receiving, inputting and managing intake client data in data management system.
- Coordinate with Director of Counseling regarding assigning clients.

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- Manage counselor openings and waitlist for openings.
- Schedule clients as directed by the Director of Counseling and Operations Director. Schedule intake sessions and psychiatric evaluation for on-site psychiatrist.
- Evaluate fee applications, and set reduced fees according to protocol and fee schedule.
- Handle incoming/outgoing calls: provide information about our services, referrals and direct calls to the appropriate staff.
- Keep track of office use, and schedule one-time use of office space.
- Provide administrative support for renewal groups: Answer inquiries, assist in track of registration for each group/cycle.
- Prepare memo/correspondence for administrative staff; assist counselors' staff with copying; data management processes and other tasks assigned.
- Other responsibilities as assigned by the Operations Manager.
- Assist with organization for all RCS workshops and with special projects.
- Provide coverage at Front Desk for RPC administrative assistant for breaks.

### **Job Qualifications:**

- Two or more years of experience in an administrative assistance / coordinator role
- Associates degree or bachelor's degree
- Classwork or training with an interest in psychology and counseling. A degree in psychology, counseling, or related field preferred.
- Excellent data management and skills in managing data in spreadsheets as well as word processing skills
- Ability to handle multiple tasks and interruptions
- Self-starter, quick learner, hard worker; able to work independently with minimal oversight.
- Excellent writing skills and communication skills including phone etiquette.
- Strong customer service skills: Ability to deal with the public and difficult people, Ability to adapt to changes and maintain professionalism during crisis or any unexpected situations.
- Flexible and adaptable; open to feedback and improvement with positive and humble attitude.



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- Demonstrated ability to maintain confidential and sensitive information