



**HopeNet**

Transforming Lives through  
Coaching and Counseling

*HopeNet is a faith based nonprofit organization transforming lives through coaching and counseling. For over 30 years HopeNet has provided mental health services based on ability to pay made possible by donor support. Building on our expertise in mental health, we have expanded our impact in our community through professional coaching and training.*

### **DESCRIPTION:**

The Office Specialist provides customer service with exceptional client engagement for people in immediate crisis while providing administrative, hospitality and communication support for all program services.

### **POSITION GOAL:**

Manage client appointment desk, inquiries and receivables while assisting with client and crisis calls. Maintain a hospitable environment for clients, staff, and guests.

### **QUALIFICATIONS:**

High school or equivalent required. Associates degree or professional equivalent in office management preferred. Professional communications skills and excellent organizational skills with strong attention to detail and ability to multi-task are required. High level of confidentiality required. Knowledge and experience with insurance processing highly desirable.

### **EXPERIENCE:**

Experience diffusing stress, encouraging, listening and problem solving with all ages in person and on the phone. Office experience required, including demonstrated proficiency in Microsoft Word, Excel, phone system, data analytics, reports, and computer research. Volunteer experience in a nonprofit/church setting or crisis hotline preferred. Experience with case management software preferred.

**TERMS:** Full Time Position with HopeNet means 32 hours Monday-Thursday.

**OTHER THINGS to KNOW ABOUT HOPENET:** Our Counseling serves as an intervention for people in crisis, trauma and those dealing with mental health struggles. Our training and coaching serves as preventative, helping leaders, employers, HR managers know and understand the signs of mental health distress, create safe and thriving work cultures and help their organizations become part of the solution to the mental health crisis in our city.

HopeNet takes mental health seriously for our clients – and our staff. HopeNet operates under a 4-day work week (Mon.-Thur.) and is closed on Fridays as well as weekends.

### **OTHER FULL-TIME BENEFITS INCLUDE:**

\* 10 paid observed holidays. \* Vacation & Sick Leave Accrual \* Monthly monetary Health Allowance.

### **RESPONSIBILITY SUMMARY:**

#### **Appointment Desk / Client Care**

- Maintain HopeNet Security Policy and Protocol when engaging clients and potential clients
- Track inbound and outbound persons per security entry protocol.
- Monitor security surveillance cameras.
- Answer phone and manage Crisis Calls, provide information and referrals
- Greet clients and inform provider or other staff member of their arrival
- Transfer calls to appropriate provider or staff member when necessary
- Invoice & process payments for client services
- Assist Engagement Manager with data input in client software (billing, demographic & outcome data)
- Balance value of the day for Finance Director
- Run insurance reports
- Contact Manage Care Companies as needed
- Assist with electronic claim errors and rejections

#### **Office Hospitality**

- Represent HopeNet mission and vision as the first point of contact for all on our property or on the phone.
- Create clean, safe and hospitable atmosphere for clients, staff, board members and guests

#### **Administrative Assistance**

- Maintain supply of office program forms
- Stay current with the office calendar to anticipate meetings and guests coming into the building, or to field phone inquiries
- Assist Program Staff with administrative tasks as assigned

## **Client Customer Service**

- Field organization inquiries for potential clients (coaching, counseling and training)
- Process, distribute and file program service agreements and 3rd Party service agreements according to protocol
- Assist in closing cases, exit letters, survey, client interviews, filing, etc.

## **Program Services Operational Duties**

- Assist Engagement Manager in scheduling service providers, maintaining provider intake availability
- Ensure all Client Program forms are current per flow chart and available for staff needs
- Assist with monthly, quarterly, and annual statistics as needed

## **Community Resource Partnerships**

- Assist scheduling community visits informing and engaging partners around HopeNet's mission and available services
- Assist with providing materials about services for inbound & outbound referral sources to staff and prospects
- Collaborate with Coaching & Training services team with building and tracking internal and external collaborative resources for comprehensive client care resources database
- Assist program services team to promote & track community awareness

## **Team Collaboration & Community Awareness**

- Effectively communicate with staff in verbal and written forms
- Participate in team/staff meetings
- Provide progress updates in weekly meetings with Supervisor
- Collaborate with Supervisor to develop, evaluate and implement collaborative strategies for organizational effectiveness
- Represent HopeNet at fundraising and networking events
- Other duties as assigned

## **Mission & Ethics**

- Represent and uphold the HopeNet mission to “offer professional mental health and wellness services, based on Christ's love, aimed at restoring dignity and hope.”
- Exhibit integrity in all matters of ethics.
- Demonstrate authentic commitment to the Biblical principles of the Christian faith.