

## **My Winnipeg Therapist R.S.W. Inc.**

### **Administrative Assistant**

#### **Job Description**



As an Administrative Assistant this position focuses on Client Care. You ensure that all clients, both new and established are satisfied with their services and all of their treatment needs are met. The Client Care Assistant works with clients from the first referral on through until after their first session with a clinician.

This is a part-time position, two days per week, with the possibility of increasing to full-time.

#### **RESPONSIBILITIES**

- Take all incoming referrals for new clients and schedule within 24 hours
- Enter all new client information into our electronic health records systems accurately
- Schedule client's first appointment with urgency
- Communicate with clients in regards to what they should expect, what items to bring to their first appointment, etc.
- Make appropriate selections/matches from client to clinician based on areas of specialization and expertise.
- Make communication with clients after the first appointment in order to ensure their needs were met and they were satisfied with their placement.
- Make adjustments as needed
- The Client Care Coordinator will work in conjunction with the Office Manager and Clinic Director to ensure that the work being done is focused on the department's overall goals.

#### **REQUIREMENTS**

- Warm and inviting personality, excellent with phone communication
- Detail-oriented and organized in regards to following up with clients who are unreachable, etc.
- Driven by goals, able to work towards meeting goals without getting frustrated or giving up
- Must have deductive reasoning skills and able to interpret charts and graphs-each client will be placed with a clinician based on that clinician's area of expertise
- Adhere to My Winnipeg Therapist Policies & Procedures.