

**Job Title:** Placement Specialist

**Weekly Hours:** Full Time, 40 hrs/wk

**Supervised by:** Director, Practice Operations

**Posting:** External

**Position Overview:** Takes ownership for clinical and assessment placement calls and guiding the experience for new clients, ensuring that it is a smooth and welcoming process. Clearly communicates with interested clients the practice values, expertise, rates, and individual Clinician niches to determine best fit and placement within the practice. Goes above and beyond to make new clients feel heard and connected. High accountability with other team members for taking responsibility of the clients entire new client experience. Supervised by Director, Practice Operations.

**Responsibilities:**

1. Owning the placement process for prospective assessment and clinical clients with over the top customer service for all incoming new client referrals. Guides clients through their overall experience establishing care with Vive by providing them with relevant and knowledgeable information, assessing best placement fit, documenting clients presenting concerns, and coordinating initial scheduling. Facilitating excellent rapport with our primary referral sources to help provide extraordinary care of their clients and the referral relationship. Responsibilities including but not limited to having an exceptional knowledge of each Provider and their expertise, organizing incoming intakes and reaching out to the individuals, sending practice information and new client paperwork, owning the Clinicians schedule and new client waitlist, and assisting the Dir, Practice Operations with maintaining appropriate utilization and fit for each Clinician. Works directly with the Clinical Director to ensure the highest quality of clinical fit and care is maintained.	70%
2. Completing daily administrative tasks including but not limited to reviewing provider schedules, prepping charts for upcoming appointments, and cleaning and organizing the back office and file room. Assisting Providers as needed as well as owning the cancellation list for assigned providers and reaching out to clients to schedule. Assists with special projects and tasks as needed for the overall success of the practice.	15%
3. Assists with strengthening and maintaining community relationships and referral sources. Facilitates setting up marketing events as directed by Dir, Operations.	10%
4. Attending team meetings and trainings throughout the year, including quarterly team development.	5%

**Required Education & Certifications:**

- Customer service experience preferred.
- Experience in a clinical setting preferred.

- Minimum education requirement: High School Diploma or GED.
- Certification or Coursework or Emphasis in Clinical Counseling preferred
- Comfortable with computer skills and typing.
- Strong relational and “WOO” traits
- Communicates effectively with teammates
- Ability to remain calm under pressure and prioritize tasks
- Willing to be on your feet for 20% of your working hours

**Work environment and Physical Demands:** Requires sitting, standing, and walking associated with a normal mental health office environment. Person may be exposed to fumes, airborne particles, infectious diseases, blood/bodily fluids, and disease-bearing specimens.