



**Position: Client Services Coordinator**

**Department: Mental Health**

**Reports To: Mental Health Director**

**Status: Non-Exempt/ Full-Time**

**Salary: \$16/hr.**

**Benefits: Medical, Vision, Dental, Generous Paid Time Off, 401(k) with Employer Contribution, and optional Life/Critical Illness Insurance.**

### **JOB SUMMARY:**

The Client Services Coordinator is a full-time staff position within the mental health program at The LGBTQ Center of Long Beach. Working with a multi-disciplinary team at The Center, this position is responsible for all administrative functions and support within The Center's mental health counseling program. Responsibilities include coordinating the intake department team and intake functions with client inquiries, requests for service, and on-site client engagement and socialization opportunities. This position is also responsible for coordinating and supporting the planning and execution of Center events to further engage clients and key stakeholders. **Must be available to work weekends and evenings (until 9:00pm).**

### **Primary Duties and Responsibilities:**

- Conducts phone intakes, screenings, and assessments for The Center's mental health counseling program, including crisis triage as needed.
- Coordinates intake department schedules and provides training and support to intake team for consultation regarding referrals, resources, and scheduling.
- Assists community help desk and interdepartmental case managers with referring clients internally and externally to appropriate programs and resources.
- Participates in trainings with key governmental and non-profit agencies and stakeholders and supports with training events.
- Schedules clients for counseling appointments.
- Coordinates room scheduling and counselor schedules for mental health and other staff and/or departments as necessary.
- Maintains client files in accordance with all applicable federal, state, local and agency laws and protocols.
- Creates monthly departmental reports.
- Collects and analyzes client demographic data.
- Attends all required funder, agency, and departmental meetings.
- Refers clients as appropriate to internal Center resources and services.
- Compiles and tracks data entry
- Manages and keeps filing system current with HIPPA requirements.
- Documents services provided in accordance with funder requirements.
- Serves as Center representative at resource fairs, stakeholder meetings, and special events throughout community.
- ***MFT trainees and MSW/MFT interns in position able to provide mental health therapy under clinical supervision, earning BBS hours .25 of fulltime hours***
- Other duties as necessary or as assigned.



**Desired Qualifications, Experience and Skills:**

- BA/BS in Social Work, Human Services, Psychology, Sociology, or related degree OR 2-4 years equivalent experience.
- MFT trainees/ MSW and MFT interns encouraged to apply
- Strong written and verbal communication skills.
- Outgoing personality with high level of comfort meeting new people and demonstrates exemplary customer service.
- Demonstrated ability to work effectively with people of diverse races, ethnicities, ages, socio-economic statuses, immigration statuses, and genders.
- Knowledge of local community and governmental resources strongly preferred.
- Strong interpersonal, organizational, and computer skills required.
- Expertise working with Microsoft Office.
- Evenings and weekends may be required.
- Bilingual English/Spanish preferred.

The LGBTQ Center of Long Beach is an equal opportunity employer. Applications are encouraged from anyone regardless of their race, color, national origin, ancestry, sex, gender identity, marital status, religious creed, sexual orientation, or age.

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**Please send resume, cover letter, and salary history to: Mental Health Director, The Center Long Beach by E-Mail to [ehartwick@centerlb.org](mailto:ehartwick@centerlb.org)**

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