



Administrative Coordinator

About the Brookline Center

The Brookline Center for Community Mental Health is a leading provider of mental health care and social services for adults and children. The Brookline Center has long played an important role in expanding access to mental health care in our community and never has this been truer than in response to the dire need for care arising from the COVID pandemic.

Beyond our provision of high quality, affordable outpatient care, the Brookline Center creates and operates nationally recognized, innovative mental health programs through partnerships with schools, community agencies, and healthcare providers in Greater Boston, across Massachusetts and, increasingly, nationwide. In response to the ongoing crisis in mental health care access, the Center is poised for significant strategic growth in the coming years. For those with a passion for mental health, it's an exciting time to join our team.

The Brookline Center is seeking a full-time **Administrative Coordinator** to provide administrative support to the Center's clinical staff. Administrative support includes, but is not limited to, client registration, billing inquiries, obtaining authorizations, and reception coverage. The Administrative Coordinator reports to the Administrative Department Manager.

We are actively interested in ensuring that the Brookline Center for Community Mental Health represents a range of experiences and backgrounds. Qualified candidates with diverse racial, cultural, multilingual, religious, class, and/or gender background, and experiences are strongly encouraged to apply.

Key Responsibilities:

- Send and track new client registration paperwork.
- Coordinate release of medical records in collaboration with Chief Medical Officer.
- Register new clients in electronic health record.
- Coordinate and track receipt and distribution of insurance authorizations.
- Update information, including insurance coverage, and client demographics in electronic health record.
- Manage distribution of electronic faxes.
- Request and post client payments.
- Manage informational inquiries from clients and clinicians.
- Coordinate and track client record archives.
- Sort and distribute mail.
- Attend and participate in department and all staff meetings as required.
- Participate and provide support in administrative initiatives and projects as required.
- Complete all tasks in a timely manner.

What you bring to the role

- Experience working in a medical or behavioral health setting preferred, but not required.
- Excellent interpersonal and organizational skills.
- Attention to detail and ability to multitask in a fast-paced work environment.
- Desire to work collaboratively with Administrative Department team members.
- Knowledge of electronic medical records, Microsoft Office, and general comfort level with online platforms.
- The ideal candidate would be committed to working with a diverse clientele.
- Ability to work full-time with flexibility to work early mornings (8am) and evenings (until 8pm.)
- Able to work remotely and on-site (determined by COVID regulations).
- Bilingual abilities are highly desirable.
- Bachelor's degree preferred, but not required.

Hours and Benefits:

This a full-time hourly position, 40 hours/week.

- Monday to Friday, shift schedule to be determined by Administrative Department Manager.
- Shifts may include mornings (8am) and evenings (8pm)

The Brookline Center offers a supportive and stimulating work environment; professional growth opportunities; and a comprehensive benefits package that includes medical, dental and vision insurance, long-term disability and group life insurance, pre-tax savings and retirement plans, and generous paid time off. Additional pay for staff with bilingual/multilingual abilities used in their work at the Center.

Equal Employment Opportunity

The Brookline Center is an equal opportunity employer, committed to workplace diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.