



Administrative Lead

The Brookline Center for Community Mental Health is reimagining what mental health care can be. With a legacy of field-defining impact, The Brookline Center delivers trusted, compassionate services while pioneering new models of care that meet today's urgent mental health challenges.

The Brookline Center serves children and adults across Massachusetts and beyond. Through a unique blend of direct service and systems innovation, we're expanding access, improving outcomes, and shaping a more just and responsive mental health landscape.

In this exciting moment of growth and redefinition, we are seeking Administrative Lead who will further articulate our vision, advance the Center's position as an innovator and thought leader, and mobilize support for our evolving role in community mental health.

If you're interested in putting your talents toward shaping the future of mental health and ensuring that care is accessible and equitable for all, we would love to meet you. Learn more about our work and impact at www.brooklinecenter.org.

POSITION SUMMARY

The Administrative Lead is responsible for directing the activities of front office staff in the management and coordination of various administrative activities for the Center as well as providing supervision and guidance, identifying opportunities for process and office management improvements, designing and implementing new systems, managing the medical record and archiving process, and ensuring excellent engagement with the Center's clients.

RESPONSIBILITIES

- Provide supervision and guidance of all administrative coordinators.
- Ensuring that the front office is operating effectively and completes operational requirements by scheduling and assigning employees and following up on work results.
- Oversee daily duties of front office to ensure that quality standards are being met and proper procedures are being followed.
- Identify opportunities for process and office management improvements, and design and implement new systems.
- Provide other administrative support as necessary, including scheduling group meetings, maintaining calendars, doing research, and creating reports.
- Manage medical record and archiving process.
- Respond to client and clinician inquiries.
- Attend clinical/fiscal meetings regarding client fee evaluations and other fiscal issues.
- Orient new employees/interns on office procedures.
- Manage office supplies, building inspections and general office management.
- Track clients on collection.
- Oversee maintenance of employee mailboxes and locker assignments.

EDUCATION/EXPERIENCE

Bachelor's degree or college courses related to business management required. 1-3 years' experience as administrative supervisor preferred; experience working in a medical or behavioral health setting preferred.

QUALIFICATIONS

- Ability to manage processes, develop standards, promote process improvement, track budget expenses, delegate.
- Works effectively in a culture of collaboration, continuous learning, and commitment to providing excellent care to all members of our community.
- Demonstrated ability to manage front office staff.
- Familiarity with mental health coding/office work.
- General knowledge of billing process and credentialing.
- Ability to write routine reports and correspondence.
- Ability to effectively communicate with clients, clinical personnel, and Center staff verbally and written.
- Ability to solve problems and deal with a variety of complex variables in situations where only limited standardization exists.
- Ability to gather data, compile information, and prepare reports.
- Excellent interpersonal and organizational skills.
- Attention to detail and ability to multitask in a fast-paced work environment.
- Knowledge of electronic medical records.
- Strong computer skills and working knowledge of Microsoft Excel, Microsoft Office.
- Ability to work full-time with flexibility in work hours.

Salary, Hours and Benefits:

Salary range: \$26-\$28 per hour

Placement within this range will depend on factors including the candidate's relevant experience, demonstrated skills, alignment with the role's responsibilities, and internal equity. While the posted range represents our good-faith expectation of compensation for this position, the actual salary offered may fall toward the lower end of the range for individuals who are still developing skills or experience aligned with the role's full scope.

This is a full-time, in-person position requiring 40 hours per week, Monday through Friday. The Center is open 8:00 a.m. to 7:00 p.m. Monday through Thursday and 8:00 a.m. to 5:00 p.m. on Friday. The schedule for this role will include two days per week from 11:00 a.m. to 7:00 p.m.

Benefits:

- 403(b) Plan
- Health Insurance, Dental and Vision
- Healthcare FSA and Dependent Care FSA, and Health Savings Account
- Generous Vacation (3weeks first year, 4 weeks 2nd year) Sick (3 weeks) and Personal Time (4 days)
- 12 Paid Holidays and 1 Floating Holiday

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.

