

Client Care Coordinator

**Part-Time W-2 | Virtual but would love someone who is local | 10–15 Hours per Week
\$19–\$24/hour, based on experience, qualifications and overall fit for the role**

About Little Seed Counseling

Little Seed Counseling is a queer-affirming and neurodivergent-affirming mental health practice committed to creating an inclusive, compassionate and accessible experience for our clients.

Our Client Care Coordinator is often one of the first people a prospective client interacts with, which makes this role an important part of the client experience. We are looking for someone who can help people feel welcomed and supported while also keeping the behind-the-scenes details organized and moving.

About the Role

The Client Care Coordinator manages the administrative side of our prospective client process, from the time someone first reaches out until they are successfully connected with a clinician.

This role is ideal for someone who is highly organized, responsive and comfortable independently keeping track of multiple open loops. We need someone who can notice when something needs follow-up and take care of it without requiring a lot of oversight.

What You'll Do

Manage New Client Inquiries

- Respond to prospective client inquiries via email in a warm, timely and professional manner
- Gather the information needed to facilitate an appropriate clinician match
- Match prospective clients with clinicians based on established practice guidelines, clinician specialties, insurance participation and current availability
- Follow up with prospective clients who have not responded, typically within approximately one week
- Facilitate a smooth handoff to the clinician once a match has been made

Verify Insurance Benefits

- Complete basic insurance benefit verification for prospective clients

- Clearly communicate benefit information and appropriate disclaimers regarding estimates of coverage
- Maintain confidentiality and follow HIPAA requirements when handling prospective and current client information

Coordinate Clinician Availability & Waitlists

- Communicate regularly with clinicians to maintain an accurate understanding of current and upcoming availability
- Add prospective clients to the appropriate waitlist when immediate availability is not available
- Maintain organized and up-to-date practice waitlists
- Reconnect with waitlisted clients when appropriate openings become available
- Coordinate with clinicians regarding upcoming openings and capacity

Know When to Escalate

- Use established practice guidelines when facilitating client matches
- Recognize when a question involves clinical appropriateness, acuity, scope of practice or another clinical concern
- Escalate clinical questions to the appropriate member of the clinical team rather than making clinical decisions independently

We're Looking for Someone Who

- Is highly organized, dependable and detail-oriented
- Communicates warmly and professionally through email
- Is comfortable managing multiple prospective clients, follow-ups and waitlists at the same time
- Can work independently and take ownership of their responsibilities
- Is good at keeping track of open loops and making sure things don't fall through the cracks
- Understands HIPAA and the importance of protecting confidential client information
- Has basic knowledge of health insurance and benefit verification or is comfortable learning these systems
- Has familiarity with mental health practices, therapy or behavioral healthcare
- Has knowledge of and comfort working within a **queer-affirming and neurodivergent-affirming practice**
- Uses inclusive and respectful language when communicating with people of different identities, backgrounds and lived experiences
- Understands the importance of affirming clients' names, pronouns, identities and individual needs
- Knows when to ask questions or seek clinical guidance rather than making decisions outside the scope of the role

Especially Helpful

Experience working in a mental health practice, medical office or similar healthcare setting is strongly preferred. Familiarity with SimplePractice and experience completing basic insurance benefit verification are a plus.

Schedule & Opportunity for Growth

This is a **virtual, part-time position averaging approximately 10–15 hours per week**. Because the role involves responding to new inquiries and coordinating care, reliability and consistent availability throughout the workweek are important.

This role has the potential to grow over time as the needs of the practice evolve. We would love to find someone who is excited to grow with Little Seed and potentially take on additional hours or responsibilities as the practice continues to develop.

Compensation

\$20–\$24 per hour, based on experience, qualifications and overall fit for the role.

Why This Role Matters

Reaching out for therapy can already feel vulnerable. We want the administrative process that follows to feel human, organized and welcoming.

The Client Care Coordinator helps make sure people aren't left wondering what happens next, that follow-ups don't fall through the cracks and that prospective clients are connected with the right member of our team as smoothly as possible.

More than anything, we're looking for someone who understands that excellent client care starts before the first therapy session ever takes place.

If interested and qualified, please visit www.tinyurl.com/littleseedccc