



Immaculate Heart of Mary  
Counseling Center

**Position Title:** Client Relations Specialist  
**Department:** Immaculate Heart of Mary Counseling Center (IHMCC)  
**FLSA Status:** Full Time - Hourly  
**Location:** Lincoln, Nebraska  
**Reports to:** Clinical Office Manager  
**Date Created:** January 2020

*Our mission is to perform the Works of Mercy in response to the call of God. We at Immaculate Heart of Mary Counseling Center, as an affiliate of Catholic Social Services of Southern Nebraska, strive in particular to Counsel the Doubtful. We feel it imperative to develop, protect, and preserve the Catholic culture.*

**Position Summary:** The Client Relations Specialist (CRS) is responsible for being the first point of contact to all incoming clients, visitors, and vendors of IHMCC. This position will assist clinicians in maintaining and organizing client schedule, documentation, and office resources.

**Essential Job Function:**

- Serve as the first point of contact to all incoming clients, visitors, and vendors
- Track, review and process all client intake packets
- Maintain an updated inventory of all office supplies and submit purchase requests as needed
- Work in collaboration with the Clinical Office Manager to facilitate all front office tasks; including but not limited to, client payments, mail processing, form updates, etc.
- Assist in maintaining the integrity of all past and current client files
- Respond to clinician task requests within 24-48 hours
- Manage all client communication via the Client Portal
- Retain an updated list of all community resources and referrals
- Work in collaboration with the Clinical Office Manager to promote a positive work environment
- Facilitate communication between clinicians and clients to insure understanding of appointment times and other service-related arrangements
- Respond to general questions from clients and members of the general public
- Orient new clients to the clinic's policies and procedures
- Provide administrative support to the Director of Clinical Services, Director of Internship and Training Formation and the Clinical Office Manager as requested
- Maintain open communication with Clinical Office Manager and Clinical Director on the status of office tasks and responsibilities
- Assist the Clinical Office Manager with the maintenance of all office policies and procedures
- Support, promote and adhere to the agency's mission, vision, core values and Code of Ethics
- Maintain confidentiality of client and agency information as required by HIPAA law, clinic policies and other governing regulations
- Uphold professional standards in relation to attendance and personal presentation in the workplace
- Represent, communicate, and integrate authentic Catholic teaching in the presentation of CSS' mission

**Preferred Competencies:**

- Interpersonal skills
- Technology literate
- Communication; written and verbal
- Cooperation and teamwork
- Problem Solving and attention to detail
- Ethical
- Organizational Support and Time Management
- Safety and Security

**Qualifications:**

- High school diploma or general education degree (GED). Bachelor's degree preferred; or one to three years related experience and or training; or equivalent combination of education and experience
- Prior experience in related service area preferred
- Ability to understand and convey to others the values and social teachings of the Catholic Church as they relate to the mission and work of Catholic Social Services and psychological issues
- Ability to work effectively within the framework of Catholic teachings
- Valid Nebraska driver's license and proof of insurance required; may travel locally and throughout the Diocese

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 15 pounds.

**Working Environment:**

While performing the duties of this job, the employee is primarily indoors. The noise level in the work environment is usually moderate.

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel as classified.*

Employee Name (Printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Our Core Values**

**Dignity • Integrity • Empathy • Trust • Sustainability**

Catholic Social Services does not discriminate in employment on the basis of race, color, religion, sex, national origin, age, marital status, personal appearance, family responsibilities, physical or mental disability, political affiliation, status as a veteran, or any other basis protected by applicable Federal and State of Nebraska laws.

