



Executive Assistant / Intake Coordinator

His Heart Foundation

Open Position Notice & Job Description

Title:	Executive Assistant / Intake Coordinator
Location:	Vancouver, WA (Remote)
Job Type:	Part Time / Hourly (20-30 hours/week)
Compensation:	Based on experience (includes vacation & sick leave; no health/retirement)
Department:	Mental Health / Counseling
Reports To:	Executive Director
Posting Expires:	3/10/2023

The Executive Assistant / Intake Coordinator plays a vital and dynamic role at His Heart Foundation (HHF), as it encompasses two positions in one. There is a certain rhythm and pace to the work, but the puzzles you solve will look different each day. As Executive Assistant, you will provide administrative support to the Executive Director on a variety of projects and tasks. As an Intake Coordinator, your primary job is to ensure that our counselor referral queues are being managed efficiently and with the utmost care. Each client interaction is an opportunity to be a source of encouragement and hope for those struggling with their mental health. Discretion, confidentiality, and empathy are required. As a Christian organization, staff members must commit their work fully unto the Lord.

Essential Duties and Responsibilities:

- Monitor, manage, and maintain online client/counselor referral queues:
 - Claim and distribute referral inquiries made to the Mental Health/Counseling Department.
 - Ensure that caseloads for each Intake Specialist at HHF are assigned according to capacity.
 - Organize phone consultations with clients & capture enough information to determine which of our paneled Christian counselors would be an ideal fit (according to criteria such as: specialty, insurance, gender, availability, etc.)
- Identify, vet, and onboard Christian counselors according to HHF Mental Health Handbook
- Data entry for sensitive information regarding our partners (pastors, counselors, clients).
- Manage crises, conflict, and emotional situations with discretion and sensitivity.
- Undertake the tasks of receiving calls, taking messages, and routing correspondence when needed.
- Provide administrative support in a well-organized and timely manner.
- Newsletter maintenance and design.
- Produce reports and presentations as required.
- Maintain documentation for various projects.
- Maintain calendar, arrange meetings and appointments, and provide reminders.

Position Requirements:

- Sense of calling to serve the Lord.
- Desire to improve the mental health of the local community.
- Proficiency in Microsoft Office and online platforms (Google Documents, Airtable, etc.)
- Superb written, verbal, and interpersonal skills.
- Strong planning and time management skills, including anticipating tasks, setting priorities, meeting deadlines, and functioning smoothly in a diverse and fast-paced environment.
- Strong team player who also works well independently.
- Commitment to maintaining client and donor confidentiality.

Send cover letter, resume, and three professional references to: humanresources@hisheartfoundation.org