



CITY CARE

Counseling Center

Position Title:	Administrative Assistant
Department:	City Care Counseling
Reports to:	City Care Counseling Executive Director
Oversees:	Day to day operations, scheduling, client communication, record keeping
Hours:	Part Time; 20 Hours

Position Summary:

The Administrative Assistant provides operational, administrative, and client support services to ensure the counseling center runs smoothly and efficiently. This role serves as the first point of contact for clients and reflects the center's mission of offering compassionate, Christ-centered care. The ideal candidate is organized, professional, personable, and aligned with the values and mission of the counseling center.

Key Responsibilities:

Administrative Support

- Manage daily office operations and administrative functions
- Answer phones, respond to emails, and greet clients warmly and professionally
- Schedule appointments and maintain therapist calendars
- Maintain accurate client records and confidentiality in accordance with HIPAA regulations
- Process intake paperwork and assist with onboarding new clients
- Coordinate office supplies, maintenance, and vendor relationships
- Schedule, cancel, and reschedule appointments

Client Care & Communication

- Provide excellent customer service to clients and families
- Support a welcoming, compassionate, and spiritually respectful environment
- Communicate appointment reminders, cancellations, and follow-ups
- Assist with billing inquiries and payment processing
- Verify and update client demographic, insurance, and financial information

Operations & Organization

- Maintain HIPAA compliance and confidentiality standards
- Support therapists and leadership with administrative tasks
- Assist with event coordination, workshops, or ministry outreach activities
- Help maintain policies, procedures, and office systems
- Prepare reports, spreadsheets, and basic correspondence as needed



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Ministry & Mission Support

- Uphold and support the Christian mission and values of the counseling center
- Demonstrate professionalism, integrity, compassion, and servant leadership
- Pray with or encourage clients when appropriate and within organizational guidelines
- Foster a peaceful and welcoming atmosphere for staff and clients

Qualifications:

- High school diploma required
- Previous administrative or office management experience preferred
- Experience in healthcare, counseling, ministry, or nonprofit settings is a plus
- Strong organizational and multitasking skills
- Excellent written and verbal communication abilities
- Proficiency with Google Workspace, scheduling software, and basic office technology
- Ability to maintain confidentiality and handle sensitive information professionally
- Commitment to Christian values and the mission of the counseling center

Preferred Characteristics

- Compassionate and emotionally intelligent
- Dependable and self-motivated
- Detail-oriented and organized
- Professional yet warm and approachable
- Ability to work collaboratively with counselors, staff, and ministry leaders