



**POSITION TITLE:** Access (Intake) Services Coordinator

**REPORTS TO:** Access and Crisis Services Clinical Manager

**CLASSIFICATION:** Full-time, exempt

**COMPENSATION:** \$40,000 - \$45,000, commensurate with experience

Please submit email cover letter and resume to Elain Philips at [ephilips@thrivecc.org](mailto:ephilips@thrivecc.org)

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**Thrive Overview:** The Thrive Counseling Center, LLC is a 501(c)3 organization treating mental and behavioral health clients in the near west suburbs of Chicago. The organization is run with a focus on three key tenets of care delivery, excellent **people**, efficient **processes**, and a focus on **patient services**.

**Job Purpose:** The Access Services Coordinator will oversee the intake process for new clients and provide access to other supports through case management services across Thrive programs. This position will require strong organizational and time management skills to manage the administrative tasks associated with our intake services. An ideal candidate will also be competent in the use of excel for managing data and reporting.

### **Essential Job Functions/Responsibilities**

- New client scheduling
- New client paperwork
- Manage and update intake forms
- Coordinate transfers
- Manage wait list
- Maintain updated referral and resource lists
- Respond to walk-ins (not in crisis)
- Track and run POE reports
- Improve accessibility
- Respond access calls
- Train new staff and interns on how to input blocks for scheduling, how Access assists clinical staff with scheduling
- Maintain clinician specialties list
- Verify insurance eligibility (Medicaid and Commercial)
- Double check insurances in the Insurance Verification Monthly Report
- Manage Thrive's HUB Account
- Supervise Case Management Services
- Provide case management to incoming clients

### **Qualifications:**

- Bachelor's degree in a mental health related field
- Minimum 2 Years experience in a mental health setting

**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 talk and hear.
- The employee is frequently required to use hands to key, handle, or feel and reach with hands and arms.
- The employee is regularly required to sit, stand, and walk.
- The employee must occasionally lift and/or move up to 10 pounds.

**Work Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow any additional related instructions, acquire related job skills and perform other related work as required.