Client Services Coordinator

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Position covered by the Collective Agreement with USW Local 4120

Client Services Coordinator

Couple and Family Therapy Centre, Department of Family Relations and Applied Nutrition, College of Social and Applied Human Sciences

Temporary full-time from December 3, 2018 to February 28, 2019
Temporary absence of the regular incumbent

Hiring #: 2018-0579

Please read the Application Instructions [1] before applying

Reporting to the Director of Clinical Training, Couple and Family Therapy Centre (CFTC), the incumbent will be principally accountable for 1) coordination of client intake and services 2) ensuring best practice and accreditation standards are maintained 3) coordinating public relations and marketing outreach.

The Client Services Coordinator (CSC) will support the Director of Clinical training in the daily operation of the CFTC. The incumbent will be responsible for conducting intake of potential clients in a timely manner; monitor and ensure Therapist Interns adherence to Centre policies and best practice standards for documentation of personal health information records; maintain electronic and paper documentation and data management systems; scheduling and assigning tasks to part-time reception staff; coordination of information including taking minutes of meetings, gathering statistics for report writing; analysis of accountability programs and in house evaluations. The CSC is also responsible for coordinating public relations and marketing programs including arranging guest speakers; updating the website and brochure; managing mail outs. The incumbent is also responsible for coordinating admission and interviews for prospective CFT Program applicants.

Requirements of the position include – Two year community college diploma (a Bachelor’s degree in Family Relations, Psychology, or related social sciences discipline preferred) and one (1) year related experience or an equivalent combination of education and experience; knowledge of human development family relations and general mental health issues; and excellent communication, interpersonal and organizational skills. Experience in a clinical setting would be preferred. The position requires a strong ability to maintain confidentiality and exercise sensitive judgment when interfacing with current and prospective clients; make critical decisions in crisis or high stress situations; have excellent phone manner including courtesy, tact and a strong ability to contain conversations. Competence in electronic data management and computerized systems (ie.Office 365; Outlook Mail; Excel, Qualtrics); and an ability to trouble shoot and train others in electronic data management systems; mathematical skills to manage remittance of client fees and work within a budget system. An ability to work independently while also working collaboratively with other staff and faculty; and provide clear, respectful and supportive feedback to Therapist Interns.

Covering Position Number 170-060
Classification USW, Local 4120 Salary Band 4*
Normal Hiring Range $22.79 - $25.47 per hour

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our