Position: Client Services Coordinator  
Department: Mental Health  
Reports To: Senior Clinical Supervisor  
Status: Non-Exempt/ Full-Time  
Salary: $14/hr.  
Probation: 90 days

**JOB SUMMARY:**  
The Client Services Coordinator is a full-time staff position within the mental health program at The LGBTQ Center of Long Beach. Working with a multi-disciplinary team at The Center, this position is responsible for all administrative functions and support within The Center’s mental health counseling program and providing support to the community help desk with client inquiries, requests for service, and on-site client engagement and socialization opportunities. This position is also responsible for coordinating and supporting the planning and execution of Center events to further engage clients and key stakeholders. **Must be available to work weekends and evenings (until 9:00pm).**

**Primary Duties and Responsibilities:**

- Conducts phone intakes, screenings, and assessments for The Center’s mental health counseling program.
- Participates in trainings with key governmental and non-profit agencies and stakeholders.
- Schedules clients for counseling appointments.
- Coordinates room scheduling and counselor schedules for mental health, ADAM project, and other staff and/or departments as necessary.
- Maintains client files in accordance with all applicable federal, state, local and agency laws and protocols.
- Creates monthly departmental reports.
- Collects and analyzes client demographic data.
- Liaises with graduate universities to identify and recruit prospective mental health interns and trainees.
- Researches and recruits trainers for clinical instruction and continuing education.
- Attends all required funder, agency, and departmental meetings.
- Refers clients as appropriate to internal Center resources and services.
- Data entry and filing.
- Assists community help desk with referring clients internally and externally to appropriate programs and resources.
- Assists community help desk with outreach and recruitment of Center clients for participation in special events.
- Documents services provided in accordance with funder requirements.
- Serves as Center representative at resource fairs, stakeholder meetings, and special events throughout community.
- Other duties as necessary or as assigned.
Desired Qualifications, Experience and Skills:

- BA/BS in Social Work, Human Services, Psychology, Sociology, or related degree OR 2-4 years equivalent experience.
- Strong written and verbal communication skills.
- Outgoing personality with high level of comfort meeting new people and demonstrates exemplary customer service.
- Demonstrated ability to work effectively with people of diverse races, ethnicities, ages, socio-economic statuses, immigration statuses, and genders.
- Knowledge of local community and governmental resources strongly preferred.
- Strong interpersonal, organizational, and computer skills required.
- Expertise working with Microsoft Office.
- Evenings and weekends may be required.
- Bilingual English/Spanish preferred.

The LGBTQ Center of Long Beach is an equal opportunity employer. Applications are encouraged from anyone regardless of their race, color, national origin, ancestry, sex, gender identity, marital status, religious creed, sexual orientation, or age.

Please send resume and salary history to: Executive Director, The Center Long Beach by E-Mail to porterq@centerlb.org or by fax to 562.433.6428

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