

Practice Manager

Concord Family Counseling

Concord Family Counseling is dedicated to providing compassionate, quality mental health care to our community. We're looking for a friendly, organized, and proactive Practice Manager to support our team, welcome new clients, and foster strong relationships with the community.

Job Type: Part-time, Contract

Pay: \$20.00 per hour with opportunity for commission

Expected hours: 7 – 15 per week

Work Location: Hybrid remote in Brentwood, TN 37027

Start Date: Flexible

General Responsibilities:

Intake Coordination

- Engage with potential clients through email and phone calls, answering questions about the intake process, billing, and clinician matching. Handle client information with confidentiality and empathy to create a smooth transition into mental health treatment. Coordinate with clinicians to ensure a supportive experience for clients entering treatment.

Administrative Duties

- Collect and input hours into payroll software
- Manage office supplies, maintaining an organized and welcoming environment.
- Create and distribute a monthly newsletter to keep clients and community informed.
- Participate in monthly team meetings, keeping clinicians updated on relevant administrative issues.

Community Engagement

- Represent Concord Family Counseling in the community by building positive relationships with local schools, medical offices, and community organizations. Coordinate outreach events and workshops, promoting mental health awareness and visibility within the community.

- Support our digital presence through social media content ideas, and update the website as needed. Actively gather feedback to help us continually improve the client experience and better serve our community.

Social Media:

- Collaborate with the team to brainstorm and schedule engaging, mission-aligned content for Instagram, Facebook, and LinkedIn
- Support clinicians in capturing video/photo content, quotes, and stories that highlight our work and values
- Ensure consistent branding and tone across posts that reflect our practice's warm, inclusive approach to mental health care
- Track basic engagement metrics (likes, shares, comments) and suggest adjustments to enhance reach and community connection
- Create simple graphics or Canva posts in alignment with themes or events
- Maintain a consistent posting schedule that reflects our brand voice and keeps our community engaged and informed

Preferred Skills:

- Clear and direct communication skills
- Empathetic listening and client-focused approach
- Team player with a cooperative attitude
- Strong attention to detail
- Adaptability and a growth mindset

Qualifications

- Experience with office administration, including payroll and client coordination
- Proficiency in Microsoft Office and Google Suite
- Strong organizational skills and attention to detail
- Excellent customer service skills and clear communication
- Ability to prioritize and manage multiple tasks efficiently

If you're interested in joining our dedicated team, please contact Lydia at Lydia@concordfamilycounseling.com with your resume, cover letter, and references.