Job Posting: Client Coordinator

Status: Independent Contractor | **Location:** Remote (Ontario-based)

Hours: 20–30 hours/week (Monday – Friday, daytime availability required)

Rate: $25/hour

Role Overview

We are seeking to hire a Client Coordinator who can provide a consistently warm first voice for grieving individuals, families, and organizations when they reach out to our team for support. This person will be responsible for connecting clients in a timely manner to the therapist and service on our team who will best meet their needs. This remote position requires access to a reliable, secure internet connection and a quiet, confidential workspace.

We are a fast-paced, growing business providing grief support, consultation, supervision, and education across Ontario and Canada. This role requires high adaptability across diverse technological platforms and strong forward-thinking communication. As our practice expands and core intake workflows stabilize, there is strong potential for this role to evolve to include higher-level Executive Assistant and practice management functions, directly supporting practice leadership with strategic projects, operational workflows, and executive priorities.

Key Responsibilities

- **Client Experience & Intake:** Serve as a warm, professional first point of contact. Efficiently triage inquiries, process referrals, conduct intakes, and match clients to therapists (one-business-day response standard).
- **Engagement & Retention:** Partner with Clinical Leadership to monitor engagement, conduct proactive check-ins, identify barriers to care, and facilitate re-engagement.
- **Intake Reporting & Insights:** Track referral trends, inquiry volume, and service gaps. Prepare weekly/monthly reports to inform business decisions and service development.
- **Executive & Practice Operations Support:** Provide high-level administrative leverage to practice leadership; manage practitioner booking availability (Jane App), onboard new clinicians, maintain confidential records, and coordinate executive calendar items and special operational projects.
- **Billing & Systems Optimization:** Assist therapists with third-party/insurance billing (Medavie Blue Cross, GreenShield, HCAI) while proactively improving administrative workflows.
- **Outreach & Growth Support:** Conduct referral outreach, distribute information packages, and assist with basic social media, web updates (WordPress), and marketing.

Qualifications & Key Competencies

Required:

- **Education & Background:** Post-secondary degree or diploma in administration, health, social sciences, or a related discipline.
- **Grief Literacy:** Deep comfort discussing illness, dying, death, and bereavement with care and professionalism.
- **Technical Proficiency:** Advanced skills in Google Workspace, MS Office, Canva, integrated AI tools, and practice platforms (e.g., Jane App, OWL).
- **Communication & Discretion:** Exceptional written/verbal communication, emotional intelligence, and discretion when handling sensitive executive and clinical data.
- **Proactivity & Follow-Through:** Self-motivated, highly organized, and able to anticipate leadership needs, juggle shifting priorities, and manage tasks independently.

Assets:

- Prior experience in an Executive Assistant, practice coordinator, or senior administrative capacity.
- Experience in mental health, healthcare, or grief and bereavement settings.
- Familiarity with third-party billing (HCAI, Medavie, GreenShield) or basic bookkeeping.
- Experience with project management, WordPress, or social media management.

How to Apply

If you are passionate about providing compassionate client care and thrive in an evolving, tech-forward administrative role with room to grow, we would love to hear from you!

Please submit your **cover letter and resume** to **opportunities@awcgrief.com** by **Friday, November 20**.

Subject line: **Client Coordinator Position**

Selection will begin the following week. We thank all applicants for their interest; only candidates selected for an interview will be contacted.