

Join Our Team!



Intake and Quality Assurance Coordinator

Lighthouse Behavioral Health Center is a reputable mental health agency that has an exciting opportunity for a dynamic professional seeking a dedicated work environment where they can make an immediate impact.

We are seeking a **full-time** Intake and Quality Assurance Coordinator with 2+ years of experience in an office setting. Clinical (mental health degree/background) experience is a plus. This position requires strong administrative skills to include:

- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.)- must have at least 2 years of experience
- Typing over 50 words per minute
- Extremely detail oriented
- Excellent organizational skills
- Strong oral, written and interpersonal communication skills
- Time management skills
- Ability to multi-task in a fast-paced environment
- Knowledge of health insurance plans is a plus
- Knowledge of the mental health field is a plus

The position will require candidates to be able to multi-task, problem solve, and maintain a high level of professionalism at all times. Individuals that do not excel in multi-tasking, attention to detail and problem solving should not apply.

Duties include:

- Oversee the intake process of new clients to include gathering information, assigning the client to the therapist, and explaining documentation/policies to ensure clients are properly onboarded.
- Managing the waitlist and responding to new client inquiries within 24 hours.
- Facilitate regular meetings with therapists to discuss caseload and availability for new clients.
- Tracking program outcomes and addressing any areas of need.
- Chart audits to ensure charts are in compliance with company and insurance regulations at all times.
- Attending meetings with potential referral sources and sharing information for program development.
- Oversee the care of clients to include quality assurance and linking clients with external services as needed.
- Assisting CEO with yearly evaluations and contract renewals.
- Overseeing that documentation is completed on time.
- Complete insurance authorization requirements and manage EAP plans (as needed).
- Help with managing calls as needed.
- Assisting with new hire training for new therapists.
- Maintain effective working relationships with internal and external colleagues.
- Uphold all confidentiality policies and procedures of the agency.

Salary:

- Salary position. Compensation is competitive and based on education and experience.

Benefits:

- Bonuses based on performance

- Paid Time Off
- Holiday pay
- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Short and Long-Term Disability
- IRA retirement plan with employer match
- Ongoing training and professional development

Interested candidates please email resumes to szayhowski@lbhc.org.