

Job Description — Client Care Specialist (Employee)

Position Title: Client Care Specialist

Department: Operations, Administration & Client Services

Employment Type: *Employee of NWOCC, full time 35 hr/wk*

Compensation: \$25.00 per hour, plus sick time and 3 weeks paid vacation annually

Start Date: Flexible, ideally September 2026

Location: Fully In-Person - Fort Frances Clinic

Reports To: Directly to Clinic Operations and Intake Manager, plus oversight by Clinic Owners

About NWOCC

At NorthWest Ontario Counselling & Consulting (NWOCC), our mission is to provide accessible, high-quality mental health care to individuals and families across Northwestern Ontario and beyond, especially in rural or underserved communities.

We believe in offering care that is:

- Convenient and timely: reducing long wait-times and eliminating undue stress.
- Empathetic, non-judgemental, and community-centered, rooted in understanding unique lived experiences.
- Inclusive and culturally safe: committed to honour the Indigenous lands where we practice and to delivering culturally responsive support.

We are a growing multidisciplinary team of more than 26 clinicians, including Registered Psychotherapists, Registered Social Workers, Clinical Psychologists, and Psychometrists. Together, we provide psychotherapy services across the lifespan as well as comprehensive psychoeducational, ADHD, autism, and mental health assessments for children and adults.

Position Summary

The Client Care Specialist is the heart of the client experience at NWOCC. As the first point of contact for many individuals and families, this role creates a welcoming, organized, and supportive experience from the initial inquiry through the completion of therapy or assessment services.

Working under the direction of the Clinic Operations & Intake Manager, this position oversees client intake, front desk operations, assessment coordination, scheduling, and ongoing client communication. The CCS serves as the primary administrative liaison for NWOCC's Assessment Program, ensuring assessments progress efficiently from referral to final feedback while maintaining exceptional client service and communication throughout the process.

The ideal candidate is highly organized, compassionate, detail-oriented, proactive, and enjoys coordinating multiple moving pieces while supporting both clients and clinicians.

Key Responsibilities

1. Client Hospitality & Front Desk Support

- Welcome clients, families, and visitors in a warm, professional, and compassionate manner.
- Provide exceptional customer service and create a positive first impression of the clinic.
- Escort clients to therapy or assessment rooms as needed.
- Assist clients with virtual appointments by setting them up in telehealth rooms and troubleshooting basic technology.
- Prepare therapy and assessment spaces to ensure they are clean, welcoming, and ready for appointments.
- Answer incoming phone calls and respond to general inquiries regarding services, scheduling, and billing.

2. Client Intake & Care Coordination

- Receive new referrals by phone, email, online, or walk-in.
- Contact new referrals within one business day to begin the intake process.
- Collect relevant intake information and assist in matching clients with the most appropriate clinician or service.
- Enter referral, intake, and assignment information accurately into Jane.
- Coordinate assessment appointments and ensure clients complete required questionnaires, consent forms, and testing measures.
- Assist with scheduling and appointment coordination across clinical services.

3. Assessment Coordination

Serve as the primary administrative coordinator for NWOCC's Assessment Program by:

- Coordinating psychoeducational, autism, ADHD, and mental health assessments from referral through completion.
- Scheduling clinical interviews, testing appointments, observations, feedback sessions, and multidisciplinary appointments.
- Coordinate clinician calendars to ensure efficient assessment scheduling and timely report completion.
- Send assessment questionnaires, rating scales, consent forms, and required documentation to families, schools, physicians, and other collateral contacts.
- Monitor outstanding forms and follow up with families and community partners to ensure assessments remain on schedule.
- Prepare assessment files and ensure clinicians have all required documentation before appointments.
- Track assessment progress using internal workflow systems and communicate updates with psychologists, psychometrists, and the Clinic Operations & Intake Manager.
- Coordinate travel schedules and room bookings for visiting psychologists and psychometrists.
- Assist with assessment billing, funding documentation, invoices, and required paperwork for Jordan's Principle, First Nations communities, Métis Nation of Ontario, insurance providers, and other funding agencies.

- Ensure completed reports, recommendations, and supporting documents are distributed securely and promptly.
- Help monitor assessment turnaround times and identify workflow improvements to increase efficiency.

4. Client Experience & Follow-Up

- Follow up with new clients within one week of beginning services to gather feedback and ensure a positive therapist fit.
- Maintain regular communication with assessment families throughout the assessment process, providing updates and answering non-clinical questions.
- Respond professionally and compassionately to client concerns and escalate concerns appropriately.
- Facilitate therapist transfers or additional services when appropriate.
- Support client retention and satisfaction through proactive communication.
- Help identify opportunities to continually improve the client experience and reduce barriers to care.

5. Administrative & Operational Support

- Maintain accurate, confidential client records in accordance with privacy legislation and professional standards.
- Assist with billing inquiries, administrative requests, and payment processing within scope.
- Monitor intake and assessment workflows and communicate scheduling or operational issues to the Clinic Operations & Intake Manager.
- Assist with data collection, program reporting, and quality improvement initiatives.
- Order office and assessment supplies as needed.
- Support clinic operations, administrative projects, and special initiatives as assigned.
- Collaborate closely with clinicians, psychometrists, psychologists, and the operations team to ensure seamless service delivery.

Required Qualifications

- Postsecondary education in Office Administration, Business Administration, Health Administration, Social Services, or a related field is considered an asset.
- Minimum one year of experience in customer service, reception, healthcare administration, or client care.
- Experience coordinating appointments or managing complex schedules is strongly preferred.
- Experience working in a healthcare, counselling, or mental health setting is preferred.
- Experience using electronic medical records (Jane is considered an asset).
- Excellent verbal and written communication skills.
- Strong organizational skills with exceptional attention to detail.
- Ability to manage multiple priorities while maintaining professionalism and confidentiality.
- Strong interpersonal skills and a compassionate, client-centered approach.
- Demonstrated professionalism, discretion, and commitment to confidentiality.

Core Competencies

The successful Client Care Specialist demonstrates:

- Compassion and empathy
- Professionalism and integrity
- Exceptional customer service
- Organization and attention to detail
- Initiative and problem-solving
- Adaptability and flexibility
- Teamwork and collaboration
- Excellent communication
- Cultural humility and respect for diversity
- Commitment to confidentiality and ethical practice

Contract Terms & Compensation

- \$25.00 per hour
- Full-time (35 hours/week)
- Monday to Friday, 8:00 a.m. – 4:00 p.m. (1-hour unpaid lunch)
- Paid sick time
- Three weeks paid vacation annually
- Opportunities to grow into pension and health benefits plan over time
- Opportunities for ongoing professional development and training

How to Apply

Submit your resume and a brief cover letter to admin@nwocc.ca with the subject line:
“Client Care Specialist – Application”

NWOCC is proud to be an equal opportunity employer and values diversity, inclusion, and cultural humility. All qualified candidates are encouraged to apply.