

Position Opening for
Patient Services Coordinator

Child and Family Psychological Services, PLLC (CFPS) was established in 1994 and is a leading innovative behavioral health services provider. We have successfully maintained a positive work environment and excellent employee relations and loyalty. CFPS currently employs 220+ individuals and contracts with other service providers and is rapidly growing. We have a strong commitment to a positive working environment. We are a strong business with expanding administrative needs.

Location: Norwood, MA

This position is a “team” position with the best interest of the entire Practice as the primary goal, but includes responsibility for on-site coordination of Front Desk Reception that is consistent with our system-wide Operations. This position assists leadership and the clinical staff in all aspects of office operations and requires flexibility in assigned tasks.

Hours: Part-time (weekday evenings and Saturdays)

Essential Functions and Responsibilities include but are not limited to:

- Reception/phone coverage
- Collecting payment at time of service
- Administrative support for clinical services
- Triage phone calls as the first point of contact for families in need of services
- Scheduling patients in person and by phone for main office locations
- Interfacing with doctors and patients
- Sending letters to PCP's
- Starting new clinical files for doctors within our EHR
- Filing and scanning closed records
- Sending new patient confirmation letter/packets via email/mail
- Administrative tasks including lunch orders, sorting mail, faxing
- Opening and closing office procedures
- Other general office/administrative support for doctors, etc.

Skills and Qualifications:

- Strong oral and written communications skills
- Strong interpersonal and phone skills
- Professionalism and team-oriented approach a must
- Willingness and ability to adjust job tasks regularly
- Balance of nurturing and resolute styles in working with families
- Great ‘multitasking’ abilities
- Proven record of job or educational stability

Education and Training:

- High school diploma required
- Microsoft Office proficiency

Benefits may include:

- Paid time off
 - Health, Dental & Vision Plans
 - FSA/DCA & HSA plans
 - 401K with employer contribution
- Job Type: Part-time

For consideration please send a resume and a cover letter detailing your experience, availability for the hours, and your salary expectations to HR@cfpsych.org.