



A HEALING PARADIGM

ENVISION | MANIFEST | EXPERIENCE

Front Office Coordinator

The Opportunity

Busy psychologist's office seeks front office staff to perform a variety of support functions. Exceptional interpersonal and customer service skills a must. An ability to work balance multiple tasks, effectively problem solve, and maintain confidentiality of professional resources is required. The primary responsibility of this position is to schedule clients, bill insurance, reconcile payments, support clinicians, and coordinate office tasks.

Duties & Responsibilities

- Answering multiple phone lines, client inquiries, setting appointments, and responding to records requests.
- Client care, vendor, and referral source liaison.
- General office assistance - creating forms, other media, and assisting with organizational tasks (data entry, document assembly, copying, and faxing).
- Preparing billing, credentialing providers, verifying insurance, and posting to patient accounts.
- Maintenance of organizational and staff certifications, licensure, and insurance.
- Handle all front office concerns.
- Supervise interns and support staff as needed.
- Additional duties as assigned.

Qualities Required

The ideal candidate will have 2-3 years of experience providing support in a high volume, multi-functional office, and knowledge of superior administrative practices. The candidate must be proactive, goal oriented, and personable. The ability to work independently, multi-task, and be comfortable in a rapidly changing environment is vital to this position. Personal attributes desired include being well-spoken, punctual, goal-oriented, and reliable. Additional qualities include:

- Knowledge of medical billing and third-party payor practices (preferred).
- Adapting to changing needs by acquiring new skills and knowledge.
- A pleasant personality, professional appearance, and strong conflict management skills.
- Super organized & great attention to detail.
- Strong verbal and written communication skills.
- Able to take feedback and be self-reflective.
- Professional appearance.
- Proven ability to maintain the highest standards of discretion and judgment in dealing with confidential information.
- Being energetic and able to juggle multiple tasks.
- Advanced Microsoft Word, PowerPoint, Excel, and email skills a must.

About A Healing Paradigm

In 2007 our Executive Director had a vision to create a center focused on wellbeing. Through that vision, *A Healing Paradigm* (AHP) was born. Our goal is to decolonize western concepts of psychology by understanding how culture, indigenous healing traditions, and spirituality can be used to heal people of African descent globally. By extension, we have created a space to address the psychological wellbeing of BIPOC (Black, Indigenous, People of Color) and our non-BIPOC allies. We offer professional training, counseling, psychological testing, continuing education, and speaking services to an international audience.

Mission

We provide culturally congruent mental health, fitness, and education services by utilizing state of the art technology, through an integrative wellness and decolonial model.

Our Values

Our work is guided by core values:

- **Reciprocity:** In the ever-lasting flow of life, we believe in the importance of equity and balance, through giving and receiving in equal measure.
- **Sankofa:** The Akan speaking peoples in Ghana define Sankofa as going back and retrieving that which was lost. We believe in the process of rediscovering and safeguarding personal, family, and community cultural history and psychological wellbeing.
- **Ancestral Connection:** We believe in the wisdom of healthy elders, the ancestors, and those who have walked the path before us.
- **Spirituality:** We uplift the importance of connection to divine source as it manifests within individuals, families, and communities.
- **Ìwà pèlè (Good Character):** We believe the proverb: Character is like smoke; it cannot be hidden for long. Thus, we are honest and take responsibility for our actions.
- **Social Justice:** We acknowledge the existence of and resist institutionalized racism, gender, disability, sexual identity, and economic inequality, privilege, and microaggressions.
- **Courage:** We will be courageous even when the alternative is financially advantageous.
- **Collaboration:** We partner with those who are psychologically healthy, believe in justice, engage in personal healing, and work towards the liberation of BIPOC globally.

Compensation

In the spirit of reciprocity, this position offers competitive pay based upon experience and strong references. The position offers access to healthcare, dental and vision coverage with successful attainment of benchmarks during a probationary period.

Our Interview Process

We are seeking the right staff member for our unique vision. Thus, our interview process is multi-step and provides us the opportunity to engage in authentic decision making regarding the candidate who is the right fit.

Start your journey by visiting our website at www.AHealingParadigm.com and our social media pages on [Facebook](#) and [Instagram](#). Decide whether our values are in alignment with the vision you have for social justice and community healing. Then, prepare for the journey. We will ask

for a writing sample, have you complete a brief online activity, and execute a task to present during your interview.

Finally, you will be invited for a virtual multi-staff and individual interview. Do not worry, the process is not designed to be tricky. Instead, it is about us having prolonged engagement to decide whether we are a match. We look forward to seeing you on the journey.

APPLYING FOR THIS OPPORTUNITY

Email your resume and cover letter to Jobs@AHealingParadigm.com