



A HEALING PARADIGM

ENVISION | MANIFEST | EXPERIENCE

Front Office Assistant

The Opportunity

The Front Office Assistant will support a close-knit team of mental health professionals committed to the work of healing BIPOC (Black, Indigenous, People of Color) and their non-BIPOC allies. This work includes caring for the needs of individuals, couples and families from ages 5 – 80+. The opportunity is to join a hardworking yet supportive team focused on social justice through psychological wellbeing.

As an integral component of our mission, the Front Office Assistant will coordinate operational activities for the practice through providing support and leadership functions. This individual will support a cohesive team and directly report to the Office Manager. The position will support strategies for maintaining referral relationships, strengthening client satisfaction, and deepening connections with our existing network.

This pivotal moment in history provides an opportunity for a motivated leader to help our clients and the larger community deal with the psychological stressors facing us all. This is a dynamic opportunity for an innovative thought-leader, inspired towards action that will lead towards global healing and change. This leader will display exceptional interpersonal, client, and self-care skills. The individual will possess the ability to work under pressure and balance multiple tasks through strategic leadership.

Essential Job Functions

Leadership, Client, & Community Engagement

- Provide administrative support to clinical staff and projects.
- Answer multiple phone lines, client inquiries, and schedule appointments.
- Prepare and submit clean claims for billing.
- Verify insurance, post and collect on past due patient accounts.
- Credential providers, maintain contracts and vendor accounts.
- Cultivate, maintain, and deepen referral relationships.
- Attend and assist with off-site events (rare weekends).

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Practice Support

- Coordinate, execute and delegate tasks including (form creation, data entry, document assembly, copying, and faxing).
- Maintenance of organizational and staff certifications, licensure, and insurance.
- Coordination of AHP projects and program execution.

Candidate Profile

The Front Desk Assistant will have a Bachelor's Degree in Healthcare Management, Public Administration, Business Administration, or a closely related field from a SACS Accredited Institution. In addition, the candidate will have 2-3 years of experience providing support in a multi-functional medical, dental, or psychology office environment. This individual will be a thought leader in productive administrative, client engagement, and support practices.

The Front Office Assistant will have fluency in proactive leadership within a rapidly changing environment that requires the ability to work both independently and collaboratively. This individual will display a knowledge of medical billing, effective multi-tasking, and sound management practices. The candidate will be goal-oriented, well-spoken, punctual, and reliable. The person's integrity and commitment to social justice will be evident by a solid background of engagement.

In addition, the ideal candidate will have the following professional competencies and personal qualities, skills and characteristics:

- Advanced knowledge of medical billing and third-party payor practices.
- The ability to adapt rapidly to changing needs by acquiring new skills and knowledge.
- The ability to receive and integrate feedback, while being self-reflective.
- A pleasant personality, professional appearance, and strong conflict management skills.
- Well organized with significant attention to detail.
- Proven ability to maintain the highest standards of discretion and judgment in dealing with confidential information.
- Advanced Microsoft Word, PowerPoint, Excel, and email skills a must.

Compensation

In the spirit of reciprocity, this fulltime position offers a competitive salary based upon experience and strong references ranging from \$33,000 to \$38,000 annually. The position offers access to healthcare, dental and vision care upon successful attainment of benchmarks during a probationary period.



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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 African 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.

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Our Interview Process

We are seeking the right Office Manager 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 multi-staff and individual interview. Do not worry, the process is not designed to be tricky

How to Apply

Send resume and cover letter to Human Resources – jobs@AHealingParadigm.com

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