

Job Description: Counseling Administrator

Position Title: Counseling Administrator

Reports To: Counseling Coordinator and Counseling Director (position currently vacant; reporting to the Center Executive Director)

Location: The Community Services Center

Employment Type: Internship and/or Full-time

Overview:

The Counseling Administrator plays a key role in ensuring the smooth delivery of counseling services at the Community Services Center. This position provides essential support to the Counseling Director and Center Executive Director by managing client intake, scheduling, administrative compliance, and documentation. Additionally, the role supports crisis response and outreach activities to enhance accessibility and engagement.

Working closely with the Counseling Coordinator, the Counseling Administrator helps improve service delivery and client satisfaction. This role also contributes to the overall mission and strategic goals of the Center as directed by the Center Executive Director.

Key Responsibilities:

- Maintain a professional and organized counseling environment.
- Manage client intake, documentation, and scheduling of counseling appointments and group sessions.
- Ensure compliance with regulatory inspections and internal/external policies.
- Support in regulatory inspections and related compliance checks.
- Managing counseling-related policies, procedures, and forms to ensure they are up to date.
- Support crisis response efforts and assist in developing training programs for crisis management.
- Maintain accurate and confidential client records, ensure counselor license registration are compliant
- Provide professional and efficient onboarding and offboarding of counselors, ensuring smooth transitions and compliance with Center policies.
- Provide administrative support, including preparing reports and statistical data analysis related to counseling services.
- Collaborate on the Center's change initiatives and contribute to its digital transformation efforts.
- Compliance with all internal policies and external regulations.
- Support outreach activities, community engagement, and event coordination.
- Adapt to evolving organizational needs and perform additional duties as required.

Minimum Qualifications:

- Fluent in English and Mandarin.
- Bachelor's degree in Psychology, Social Work, Counseling, or a related field.
- Minimum of 2 years of experience in an administrative or coordination role, preferably in a counseling or healthcare setting.
- Strong organizational and multitasking skills.
- Excellent interpersonal and communication skills.
- Proficiency in using digital record-keeping systems and office software.
- Ability to handle sensitive and confidential information with discretion.
- Demonstrated commitment to the mission and values of the Community Services Center.
- A team player with a growth mindset and the ability to work effectively in a fast-paced, collaborative environment.

Preferred Qualifications and Persona:

Preferred Qualifications:

- Experience working in a counseling or mental health setting.
- Multicultural experience and the ability to work with diverse populations.
- Knowledge of community resources and support services.

Preferred Persona:

We are looking for a candidate who embodies the following qualities:

- **Curious** – Eager to learn, explore new ideas, and continuously improve processes.
- **Courageous** – Takes initiative, faces challenges with confidence, and makes informed decisions.
- **Nimble** – Thrives in a fast-changing environment, adapts quickly to new tools and workflows, and proactively finds alternative solutions to challenges.
- **Empathetic** – Demonstrates genuine care and understanding for clients, counselors, and the broader community.
- **Ambitious** – Motivated to contribute meaningfully to the Center's mission, take ownership of responsibilities, and drive growth.
- **Passionate** – Dedicated to making a positive impact and committed to the well-being of the community.

Requirements:

- Curriculum vitae.
- Professional References (at least two) – reference checks will be conducted before hiring.