

<b>Job Title</b>	Client Access Representative
<b>Employer/ Agency</b>	The Women's Home
<b>Job Description</b>	<p>The Client Access Representative serves as the first point of phone contact for new clients seeking services on both the Montrose and Spring Branch campuses. This position will receive initial client phone calls, make preliminary assessments to determine the appropriate program, complete initial intake paperwork, schedule initial appointment(s) and make referrals. This position will perform both administrative and customer services duties and must excel in both areas. They will collaborate within a multi-disciplinary treatment team to recognize, support, evaluate, and address any obstacles clients face in the intake process.</p> <p><b>Essential Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Answer a high volume of potential client calls, emails, and faxes</li> <li>• Conduct initial intake for services- including but not limited to demographics, services requested, and insurance information.</li> <li>• Assess proper program referral based on client responses to intake questions</li> <li>• Complete intake paperwork and send to appropriate provider/manager</li> <li>• Schedule initial in person appointment based on assessment and program referral</li> <li>• Work closely with client-facing teams to assure smooth client flow and cut down on wait time for services.</li> <li>• Check voicemails and return all queries promptly.</li> <li>• Assist with creating new client records in Electronic Health Record upon enrollment.</li> <li>• Help with scanning procedures to get client information into Electronic Health Record.</li> <li>• Create new client paper back up file including printing of Face Sheet and client labels.</li> <li>• Comply with all policies and procedures, including confidentiality for clients and client's records.</li> <li>• Other duties as assigned.</li> </ul> <p><b>Additional Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Participate in scheduled supervision meetings.</li> <li>• Attend and actively contribute to all scheduled team meetings.</li> <li>• Engage in continuous professional growth and development.</li> <li>• Maintain professional conduct and dress code consistently.</li> <li>• Adhere to regular work hours, including some evenings and weekends as needed. Be punctual and engaged.</li> <li>• Work at all other program locations as needed and available.</li> <li>• Fulfill other assigned duties as necessary.</li> </ul>
<b>Qualifications</b>	<p><b>Required Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High School Diploma required; Associate's Degree or higher preferred</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of or familiarity with behavioral/ mental health terminology and substance use disorders.</li> <li>• Experience in providing mental health assessment, crisis intervention, and de-escalation skills preferred</li> <li>• Ability to work under pressure in a fast-paced organization and handle multiple responsibilities simultaneously.</li> <li>• Previous experience working in a medical/non-profit/ substance use or other behavioral health setting.</li> <li>• Interest and ability to work with the public. Excellent customer service skills.</li> <li>• Bilingual in English/Spanish is preferred.</li> <li>• Strong verbal and written communication skills.</li> <li>• Typing skills of at least 35wpm. Data entry skills. Computer program skills. Ability to learn multiple data base systems.</li> <li>• Ability to communicate effectively with both clients and team members.</li> <li>• Valid Texas driver's license and reliable transportation.</li> <li>• Flexibility to work evenings and weekends, if needed.</li> </ul>
<b>Salary/Hours</b>	Full-Time \$18.00-\$21.00 Hourly
<b>City, State, Zip</b>	Houston, TX
<b>Application Method</b>	Apply Here: <a href="https://tinyurl.com/58s4ka3z">https://tinyurl.com/58s4ka3z</a>
<b>Opening Date</b>	Immediately

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