



Canopy Center

Job Announcement - Oasis Client Coordinator

Come join us! We're looking for someone who can provide administrative support for our Oasis Mental Health Clinic.

About us:

Canopy Center is a non-profit agency located in Madison, Wisconsin that provides services to children and families in our community impacted by trauma and adversity.

Canopy Center's Oasis program is a certified mental health clinic that offers individual, family, and group therapy to people who have been affected by child sexual abuse. The Oasis program model strives to increase the healthy functioning of families who participate in the program by helping children and non-offending parents and caregivers incorporate the experience of the abuse into their lives, in a manner that reduces the effects of abuse and helps stop the cycle of abuse.

Job Title:

Client Coordinator

Position Summary:

The Oasis Client Coordinator supports the Oasis trauma mental health clinic by handling day-to-day administrative tasks. The position works closely with the Oasis Clinical Director and helps to maintain accurate client information, assists with data collection and reports, keeps therapy spaces clean and ready for use, processes some financial paperwork, and coordinates program activities. The position provides childcare support for Oasis clients as needed.

Qualifications:

The Oasis Client Coordinator position requires a high degree of proficiency with office productivity software, including spreadsheets and databases. Communication and organizational skills are a must. The position also requires the ability to step into a childcare role, so professional experience working with children of various ages and abilities is preferred. Must possess sensitivity to issues surrounding the treatment of child sexual abuse as well as other mental health issues.

Some things you would do:

- * Schedule a cab ride for a client who needs transportation assistance to our office.
- * Clean and sanitize a therapy room, maintaining a specific organizational layout.
- * Attend and engage with a child whose sibling and parent are in a therapy session.
- * Gather demographic information from the client database for use in a report.

To succeed, you should be:

Communicative, organized, and empathetic.

Position Details

Official Duties:

Client-Related Duties

- Answer program calls and direct to appropriate staff
- Screen potential clients for suitability of services
- Provide client appointment reminders and handle scheduling as needed
- Arrange client transportation when necessary
- Prepare and send client termination letters
- Develop and maintain good working relationships with referral sources
- Assist with client referrals to other community agencies
- Provide childcare support for Oasis clients as needed
- Maintain neat and sanitary therapy spaces

Program Administration Duties

- Support the Clinical Director with administrative tasks.
- Maintain client records in a database or other data management tools
- Manage insurance payments within a database
- Facilitate distribution and tracking of program evaluations
- Collect data for reports and marketing
- Assist with supply purchases
- Schedule in-service trainings
- Develop and schedule Oasis staff self-care days
- Support program marketing efforts

Other duties as assigned

Other Requirements:

Hours	30 hours a week primarily in-person Monday - Thursday; available to work until closing (6:15 or 7:45 PM depending on services) up to two days per week
Physical	Moves equipment and supplies weighing up to 25 lbs. Positions self to inspect and clean spaces and equipment at ground level and overhead.
Education	High school diploma plus five or more years of related work experience; or associate's degree or higher in social service- or human service-related field

Salary and Benefits:

\$33,540 to \$35,100 annually based on qualifications. Paid vacation, holiday, and sick time. Health insurance, with single coverage paid 90% by the agency. Long-term disability and life insurance policy premiums paid in full by agency. SIMPLE IRA enrollment available with agency match of 3%. A full Benefits Summary is attached below.

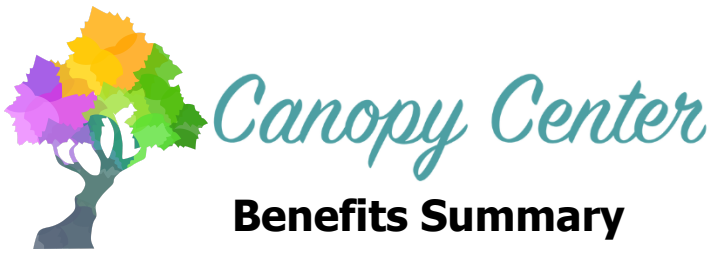
To Apply:

Fill out the online Employment Application on the Careers page of the Canopy Center website, <https://canopycenter.org/how-to-help/careers.html>, including a cover letter and resume with submission. Questions regarding the position or your application can be sent to personnel@canopycenter.org.

Applications are reviewed continuously, and hiring may occur anytime.

Equal Opportunity Statement:

Canopy Center is an Equal Opportunity Employer dedicated to fostering a diverse work environment. We believe that teams thrive when composed of individuals with varied perspectives and experiences. Accordingly, we do not discriminate on the basis of race, ethnicity, sex, gender identity or expression, sexual orientation, religion, color, national origin, age, marital status, veteran status, or disability status. Every member of the Canopy Center team shares the responsibility of upholding a culture free from discrimination and harassment, and of treating others with kindness and respect.



Health Insurance Agency-sponsored policy available to all regular employees, 20 hours or more, with a premium paid 90% by the Agency for employee-only coverage. Employees wishing to add one qualifying individual will have the Agency cover 70% of the premium. Family premiums are paid 50% by the Agency. All premiums will be deducted pre-tax from payroll. Eligible employees may begin coverage on the first of the month following 30 days from date of hire.

Dental Insurance Available to all regular employees, 20 hours or more. Employees may choose a single or family coverage with the premium paid 100% by the employee. All premiums will be deducted pre-tax from payroll. Eligible employees may begin coverage on the first of the month following 30 days of hire.

Group Life Insurance Available to all regular employees, 20 hours or more, with premiums paid 100% by the Agency. This benefit provides insurance benefits of \$10,000 to your beneficiary if your death occurs while you are in our active employment and prior to your retirement. Eligible employees will be auto-enrolled in coverage on the first day of the month following 3 months of employment.

Long-Term Disability Insurance Available to all regular employees, 20 hours or more, with premiums paid 100% by the Agency. This benefit provides income continuation coverage of 60% of an employee's salary during prolonged disability following a qualifying period of 90 calendar days. Coverage begins the first of the month following 3 months of employment for eligible employees.

Retirement savings Employees may sign up for a SIMPLE IRA during open enrollment if they have earned a minimum of \$5,000 during that year and can expect to earn a minimum of \$5,000 in the following year. The agency matches up to 3% of annual salary if the employee makes personal contributions to the plan.

Additional retirement accounts are available to all regular employees. This benefit allows employees to contribute a portion of their compensation into a personal retirement savings account. All contributions to these plans are made solely by the employee. Accounts are established on an individual basis so that upon termination with the agency, the employee may continue to contribute to the account if they so choose. Investment options, tax benefits, and withdrawal restrictions are dependent on each employee's individual situation.

Flexible Spending Account Available to all regular employees, 20 hours or more, with 100% of administration costs paid by the Agency. This IRS approved tax-savings program allows you to save taxes by paying for certain expenses on a before-tax basis. Employees can put pre-tax dollars into this account to cover the cost of certain out-of-pocket expenses for themselves and their dependents. Eligible employees may begin coverage upon starting employment.

Employee Assistance Program (EAP) Available to all employees and interns and their family members. The EAP funds up to five short-term counseling sessions through an independent agency, and can assist with many personal, family, and/or job-related stressors and challenges. It is 100% funded by the agency and strictly confidential.

Paid Vacation Benefits Available to all regular employees, 20 hours or more. Each qualifying employee earns an equivalent (based on FTE) of:

2 weeks in first year of employment (80 hours for a 40-hour employee)

3 weeks in second and third year of employment (120 hours for a 40-hour employee)

4 weeks in fourth and subsequent years of employment (160 hours for a 40-hour employee)

Paid Sick Time Benefits Available to all regular employees, 20 hours or more. Each qualifying employee earns an equivalent of two weeks of sick time per year. For the initial year, one of the two weeks is awarded upon hire; thereafter, a proportional amount is awarded each month. Sick time is carried over from one year to the next until the amount of sick time accrued equals a maximum of 12 weeks (480 hours for a 40-hour employee).

Paid Holiday Time Available to all regular employees, 20 hours or more. The following holidays are observed: New Year's Day, Martin Luther King, Jr. Birthday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve Day (1/2 day). Each qualifying employee earns an equivalent of 11.5 days of Holiday time per year (this is based on FTE and includes time for two personal holidays).

Compensatory Time Available to all regular salaried employees. Compensatory (comp) time may be given for hours worked over the number of typically scheduled hours, with prior approval from supervisor, and may be used in lieu of vacation time. Employees can hold up to one week of comp time hours (40 for a 40-hour employee) at any given time.

Paid Leave Time Sharing Available after 12 months of employment to all employees eligible for paid leave time. Employees may donate unused paid leave time to a "bank," which makes additional paid sick time hours available to employees who have exhausted their other forms of leave due to serious health conditions affecting themselves or immediate family members.

Staff Health and Wellness Fund Available to all employees and interns. The Staff Health and Wellness Fund provides for activities that enhance mental, physical, social, and emotional health for staff, thereby resulting in improved individual well-being, productivity, and morale, as well as connection and camaraderie among all staff. Funds are used for activities for all staff and for specific program staff.

Continuing Education Available to all regular employees, 20 hours or more. Workshops/conference attendance, pre-approved by the employee's direct supervisor and the Executive Director, will be paid for by the agency. Travel, lodging, mileage, and work hours will also be covered by the agency.

Pay periods Employees are paid on the 15th and last day of each month.

The above listing is a summary of current benefits available and is intended for summary purposes only. Benefit plans and their provisions are subject to change, addition or deletion without prior notice; continuation of any benefit plan is not implied and remains at the sole discretion of The Canopy Center, Inc. In the event information presented within this document differs from the Plan Document, the formal Plan Document will always govern.