

Associate Clinical Intake and Group Coordinator

Location: West Los Angeles (Adult Program)

Status: Full Time (40 hours/week)

Reports to: Clinical Supervisor

At OUR HOUSE, we are dedicated to providing compassionate grief support to individuals and families navigating the death of someone close. Our mission is to offer a supportive environment where people experiencing grief can find hope and healing.

Position Overview

We are seeking a full-time Associate Clinical Intake Coordinator (ACIC) to serve as a key member of the Clinical Team. In this role, you will support the full clinical workflow of intake across our Adult and Children's Programs at OUR HOUSE, ensuring that every person seeking grief support receives consistent, trauma-informed, ethically grounded care. This position will be answering phone and email inquiries from new callers regarding our grief support services. *Salary Range: 63,000-67,000, Bilingual in both English and Spanish is preferred but not required.*

From initial contact through assessment and discernment of level of care, the ACIC provides clinical screening, resources and referrals, and facilitates a smooth transition into services at OUR HOUSE or referral to an appropriate alternative level of care with outside resources when needed.

This position also plays an essential role in intake program coordination, volunteer support, and adult group coordination. The ACIC collaborates closely with another full-time Associate Clinical Intake Coordinator to ensure uninterrupted coverage for incoming calls and inquiries.

Clinical Responsibilities

- Respond to all phone and email inquiries from potential new group members.
 - Conduct pre-intake assessments over the phone or in person (for walk-in inquiries), including assessing fit for OUR HOUSE services, identifying safety concerns, and fulfilling mandated reporting responsibilities when needed.
- Provide referrals to individual therapy and other appropriate resources and support services.
- Conduct Zoom and in-person Pre-Group Appointments (PGAs) to assess fit, collect clinical information, evaluate safety needs, and prepare grievors for participation.
- Participate in rotation of clinician coverage as needed, including clinician on duty (COD) coverage and evening on call (EOC) shifts when required.
- Coordinate and oversee volunteer-led groups in the West LA and Virtual Programs in coordination with the WLA and Virtual Program Coordinator.
- Participate in weekly Clinical Meetings, Clinical Supervision with the Clinical Supervisor, and Clinical Rounds with the Clinical Director.

Volunteer Development & Support

- Train and supervise volunteer group leaders

Program Operations & Coordination

- Support group formation, scheduling, and cohort planning for West LA and Virtual Adult Program groups as needed. Ensure adherence to program policies, confidentiality standards, safety protocols, and clinical guidelines.

Administrative & Organizational Duties

- Maintain accurate documentation in Apricot and internal systems.
- Participate in organization-wide initiatives, staff meetings, and strategic planning conversations, offering clinical and programmatic insight grounded in data and program experience.
- Attend key OUR HOUSE events including the OUR HOUSE 5K, Volunteer Luncheon, House of Hope Gala, and additional events as expected.

Bi-Monthly Board Narratives

- Submit bi-monthly clinical narrative to the Clinical Director for inclusion in the larger Board Report.

The above descriptions are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of this position, but they are intended to describe the general nature and level of work being performed by this position.

Qualifications

- Education: Master's degree in social work, psychology, or related field required.
- Experience: Experience in mental health assessment strongly preferred.
- Clinical Skills: Ability to provide trauma-informed, ethically grounded care with sound clinical judgment.
- Communication Skills: Strong verbal and written communication skills and ability to connect with individuals from diverse backgrounds.
- Organizational Abilities: Ability to manage multiple responsibilities, prioritize tasks, and collaborate effectively across teams.
- Language Skills: Bilingual Spanish preferred (not required).

Why Join Us?

- Make an Impact: Be part of a dedicated team providing meaningful grief support to those navigating profound loss.
- Supportive Environment: Work in a collaborative and heart-centered culture where your contributions are valued.
- Professional Growth: Access ongoing training, clinical supervision, and opportunities for development in grief and loss work.

We look forward to hearing from you!