

## Clinic Assistant | EMDR Clinic

Kelowna EMDR Clinic is a growing mental health clinic dedicated to the betterment of mental health in our community. We help clients heal from traumatic events by providing evidence-based, effective treatment for dealing with the effects of stuck memories. Our team specializes in EMDR to treat trauma, PTSD, stress, depression, panic attacks, anxiety, phobias, eating disorders, sleep troubles and low self-esteem.

While supportive in nature, one of the key responsibilities for this role will be identifying opportunities in the community where our clinic can work in collaboration with other allied health professionals in service to underserved clients in mental health recovery. This position will start as part-time, but may grow into a full time role.

### What will you be doing?

- Working closely with clinic manager, identify underserved populations in the community and allied health professionals to educate on efficacy of EMDR as a therapeutic approach in treating trauma;
- Gather information to build a database of third party benefits providers, identifying opportunities to market the clinic and assisting in creating information packages;
- Communication support including email, phone, voicemail, text message support, and newsletters;
- Client support through onboarding, scheduling, and billing using Janeapp;
- Basic data entry and digital filing, light research tasks and copy writing.

### What will you learn?

- About EMDR: how resolving trauma can help reduce chronic absenteeism due to mental health and promote wellness programs in the workplace.
- Actionable skills to work with small businesses, including how to scale project efforts for growth while .

### Who you are:

- **Privacy-oriented:** We are compliant with PIPA, working with a robust amount of PHI (private health information). We value confidentiality, privacy, and security above all else.
- **Compassionate, warm & empathetic:** Contributing to a supportive & caring environment for our clients and team members is paramount.
- **Value quality:** We pride ourselves on the quality of work we provide. This has a high level of importance to us, so we want to share this across our team.
- **Proficient in figuring things out:** As our clinic grows, we encounter business needs and tasks that are new for us. We're looking for someone who's not afraid to dive in and take ownership of these tasks.
- **Organized:** We have a lot of moving parts with the counseling clients we serve. We're looking for someone with excellent organizational skills to ensure all of our clients are getting the best possible experience.

- **Tech-savvy:** Most of our work is digitally-based so we need someone who is familiar with a digital environment and works in it regularly. Bonus points if you have experience with Jane (or a similar EMR), Asana, or Google Workspace.
- **Love communication:** This job provides a high degree of flexibility and encourages autonomy. Keeping each other in the loop about day-to-day happenings allows us to sustain this.

#### **Requirements:**

- **Weekday daytime availability:** We're supporting therapists who run these hours, so daytime availability is required.
- **Understanding and familiarity with the counselling process:** you will be working within a trauma-focused environment, and a gentle approach is key.
- **Team-centric:** ours is a small and close team with shared successes and challenges. We support each other!

#### **What we can offer you:**

- Enjoy flexibility and a commitment to work life balance
- On the job training & professional development
- A wonderful community of coworkers & clients
- The ability to grow into a full-time position over time

Compensation is \$20/hour.

This role requires about 10-20 hours per week to start, with room to grow. This position is perfect for someone looking for part-time, flexible work who is also open to growing if the opportunity is right!

We value diversity & inclusivity and welcome applicants from all races, gender identities, sexual orientations, and neurotypes. We also welcome students (this job is a great fit for a Psych major).