



## **Position Announcement:** Operations Coordinator (full-time)

### **About the Organization**

[Perinatal Support Washington](#) (PS-WA) supports the emotional wellbeing of people preconception through postpartum (up to 2 years) who are at risk or currently experiencing mental health needs. As a statewide nonprofit dedicated to perinatal mental health, we believe all parents should receive appropriate, timely, and culturally relevant care.

Our direct service programs are designed to provide specialized perinatal mental health services so that no parent goes without the mental health support they deserve. We offer short term and long term peer support, clinical therapy, support groups, and more. PS-WA is committed to making our care system stronger; we have a robust training and consultation program for professionals to fill the gaps in care for parents and help re-envision what the perinatal mental health field could be. (Learn more about our organizational priorities by viewing our [2025 Strategic Plan](#) and [Theory of Change](#).)

### **About the Position**

The Operations Coordinator provides integral support to PS-WA's Clinical Program and organization-wide operations, primarily assisting with key functions including financial, grant reporting, clinical billing, and human resource support.

This is a full-time position at 30 hours per week. We are looking to add members to our team who are excited to be a part of our mission and growth! We value talents as much as training, lived experience as much as education. If you see yourself in this role, we strongly encourage you to apply. We offer professional development and on the job learning and support.

### **Ideal Candidates**

An ideal candidate will be highly organized, detail-oriented, and adaptable. Additionally, they are warm, enthusiastic, collaborative, and professional, with an interest in learning systems, financial structures, and the ability to manage multiple priorities and support a small but highly impactful team. This position will work closely with our medical billers; experience with clinical, medical, or financial billing preferred.

### **Core Functions**

#### Administrative

- Manage incoming inquiries to our general information email, phone line, and by mail in a timely manner
- Provide general program and administrative support for PS-WA's clinical team, including updating policy and procedures, managing file systems, creating templates as needed, etc.
- Maintain records in filetree, including fiduciary contracts and policies/procedures
- Support clinical team with WA State Health Care Authority licensing including applying for Behavioral Health Agency (BHA) license, tracking project and deliverables, and working with Clinical Managers to create new policies and procedures as needed

## Financial

- Support organization-wide financial processes, including invoice and payment processing, revenue tracking, insurance and clinical payment reconciliation, and recordkeeping in databases (Neon CRM, Quickbooks)
- Maintain data integrity and ensure accuracy of participant and revenue/gift records in database (Neon), including regular deduplication; issue support tickets to resolve database and system user issues and concerns
- Act as main contact for external billers regarding client billing and changes in insurance or payment, coordinating with therapists as needed
- Support clinical billing, including running weekly reports from Electronic Health Record (EHR), cleaning the data, and sending it to billers; reconcile appointments reported in EHR with team calendars to ensure all client appointments are billed correctly
- Complete clinical billing audits monthly, issuing regular financial reports

## Contractual or Grant

- Assist in ensuring contractual obligations from funders are met, including contract deliverables calendar, monthly, quarterly, and annual reports and invoicing
- Ensure compliance with insurance contracting requirements, including supporting team members in new applications, documentation requirements, and all correspondence with insurance payers
- Support evaluation efforts by ensuring data collection is complete and metrics meet requirements per grants and contracts

## Database and Systems

- Support organizational systems research and onboarding/offboarding, and troubleshooting, including phone, email, Google Suite, and CRMs
- Assist clinical team with updating account information on relevant provider credentialing websites (One Health Port, CAQH and Provider Source)

## **Minimum Requirements**

- Passion for and commitment to the mission of Perinatal Support Washington
- Commitment to racial, social, and economic justice
- Two years or more of financial/operational support or similar experience
- Ability to work remotely (laptop and hotspot available upon request)
- Proficiency with Microsoft Office, Google Workspace, Zoom
- Comfort and confidence learning and managing new technology such as databases, accounting and case management software
- Detail oriented, excellent organizational skills, ability to multitask, problem solve with creativity and resourcefulness
- Ability to work independently with little supervision
- Ability to set own work timetable and meet organizational deadlines
- Excellent interpersonal skills and the confidence to represent PS-WA

## **Desired Qualifications**

- Experience utilizing accounting software such as Quickbooks
- Experience utilizing Electronic Health Record (EHR) systems or case management databases (ex. Apricot)
- Experience coordinating with medical billers and insurance contracting
- Experience in nonprofit administration, operations, or finance

### **Compensation and Benefits**

Perinatal Support Washington provides ample opportunity for professional growth and training in perinatal mental health, with potential for increased hours and benefits. **This is a flexible, salaried position at 30 hours per week. The salary for this position is \$25.96 per hour.**

PS-WA offers all employees a paid time off package based on prorated hours; a person working 40 hours per week receives 160 hours (4 weeks) per year to start. PS-WA offers up to 15 paid holidays per year, including 2 floating holidays; employees receive holiday pay on any holidays they are regularly scheduled to work.

Employees working 30 hours or more per week receive reimbursement for qualified health care expenses up to the QSEHRA maximum (currently \$11,050/year for a family).

### **Working Environment**

PS-WA does not currently have an administrative office. Employees work from home with some in-person meetings throughout the year. (PS-WA provides technology and supplies to support remote work.) PS-WA is a parent-friendly, mental health friendly workplace. We offer great benefits and flexible work schedules.

### **Application Instructions**

To apply please send your resume and answer to the following questions to [info@perinatalsupport.org](mailto:info@perinatalsupport.org) with "Operations Coordinator" in the subject line:

- Tell us why you want to work at Perinatal Support Washington. What is it about our mission that speaks to you?
- How will your experience and/or skillset make you a good fit for this position?

We will start reaching out to selected candidates in December to schedule interviews for early January. Applications received before **December 11th** will be prioritized. We expect this position will start late January or early February 2023.

*Perinatal Support Washington is an Equal Opportunity Employer. People of color, of any sexual orientation or gender identity, from under-represented communities, and people with diverse life experiences are **encouraged** to apply. Some heavy lifting and physical labor is required during special events. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.*