



DIAMOND DIVA EMPOWERMENT FOUNDATION
1027 S. VANDEVENTER AVENUE, SIXTH FLOOR
SAINT LOUIS, MISSOURI 63110

DESCRIPTION OF SERVICES "Exhibit A"

Job Title:	Collections and Retention Coordinator, Part-time
Job Type:	Non-Profit Organization
Job Culture:	Domestic Violence
Schedule:	Monday thru Friday (In-person)
Work Location:	Corporate Headquarter - St. Louis

ABOUT US:

Diamond Diva Empowerment Foundation (2DEF) is a nonprofit organization dedicated to educating, strengthening, and empowering women and children affected by domestic violence and various socio-economic conditions. As an organization, we are committed to rebuilding the core of the family unit, while encouraging each survivor to focus on their strengths and well-being.

JOB SUMMARY:

The Diamond Diva Empowerment Foundation is seeking a dedicated and detail-oriented professional to serve as a Collections and Retention Coordinator at the Pathways to Healing Counseling Center. This role focuses on improving client engagement and retention in therapy programs while managing the center's billing collections to ensure timely and accurate financial record-keeping. The ideal candidate will balance compassionate client outreach with meticulous administrative support to enhance service delivery and operational efficiency.

KEY RESPONSIBILITIES:

Client Retention & Engagement:

- Develop and implement strategies to encourage client participation in therapy sessions and reduce drop-out rates. Provide emotional support, encouragement, and motivation to clients who may be hesitant about continuing therapy.
- Conduct follow-up calls, check-ins, and appointment reminders to support client engagement and consistency.
- Identify and address client barriers (e.g., transportation, scheduling conflicts, or emotional concerns) that may impact therapy attendance.
- Assist in creating client-friendly materials to promote engagement and retention.

Collections & Financial Retention:

- Process client billing, monitor outstanding balances, and implement follow-up protocols to ensure timely payment of therapy services.
- Contact clients with overdue accounts, provide payment reminders, and discuss flexible payment options as needed.
- Accurately record collections, payments, and financial transactions in accordance with organizational and GAAP standards.

- Prepare monthly financial reports and track collections trends to share with the Program Director.
- Collaborate with the finance department to ensure compliance with billing policies and procedures.

Monitoring & Tracking:

- Maintain detailed and accurate records of client attendance, billing status, and retention activities in compliance with HIPAA and confidentiality standards.
- Monitor retention rates and payment collection trends, providing feedback to improve outcomes.
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Collaboration & Communication:

- Work closely with therapists, case managers, and administrative staff to address client needs and ensure seamless communication and coordination of services.
- Attend staff meetings and professional development training to stay updated on best practices in both client engagement and collections.

QUALIFICATIONS:

- Bachelor's degree in Social Work, Psychology, Business Administration, or a related field (Master's degree preferred).
- Experience in client engagement, collections, or administrative support within a behavioral health or nonprofit setting is preferred.
- Strong interpersonal, communication, and active listening skills.
- Knowledge of trauma-informed care, Cognitive Behavioral Therapy (CBT), and/or other therapeutic models is a plus.
- Proficiency in billing software, financial record-keeping, and data entry.
- Strong organizational skills, attention to detail, and ability to manage multiple tasks simultaneously.
- Understanding of HIPAA compliance, confidentiality protocols, and GAAP financial standards.
- Ability to work with empathy, professionalism, and a commitment to the center's mission.

WORK ENVIRONMENT:

This position is based at the Pathways to Healing Center and may require occasional evening or weekend availability to meet client needs.

COMPENSATION AND BENEFITS:

Competitive salary based on experience. Benefits include paid time off, professional development opportunities, and access to mental health & wellness programs.

HOW TO APPLY:

Interested candidates should submit a resume, cover letter, and three professional references to **office@2def.org**. Applications will be reviewed on a rolling basis.

Join us in making a difference by supporting both the mental health and financial accessibility of our clients at the Pathways to Healing Center!