

# SCHOLARS IN SERVICE – JOB DESCRIPTION

## Sierra Meadows Foundation *(DBA Birdie Lou Counseling Center)*

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Sierra Meadows Foundation was first formed in 2019 with the goal of reaching underserved members of our community who would benefit from high quality mental health care. In 2021, the Sierra Meadows Foundation opened its first counseling center, the Birdie Lou Counseling Center.

Birdie Lou Counseling Center provides free counseling services to those with mild to moderate mental health concerns. Our treatment providers are primarily therapists-in-training, who are closely supervised by our team of licensed clinical supervisors. Utilizing this model allows us to provide services at no cost to the public, ensuring that we can reach populations in the community who would typically not be able to afford mental health services. Additionally, we prioritize those without insurance so that we are providing access to services to those who would not traditionally be able to access care at all.

[www.sierrameadowsfoundation.org](http://www.sierrameadowsfoundation.org)

Our team is composed of compassionate & hard-working staff and volunteers who are committed to making a difference in our community.

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**Job Title:** Operations Coordinator

**Number of Openings:** 1

## About the Role

The Operations Coordinator keeps Birdie Lou Counseling Center running smoothly behind the scenes. You will be the first point of contact for clients and the wider community, the steady hand behind our intake and admission process, and the person who keeps our volunteers and interns supported and on track from their first day onward.

This role blends front-desk presence with administrative ownership. You'll manage the systems that keep our clinical team's schedules running, our databases accurate, and our volunteers and interns properly trained — while also helping to keep team morale and communication strong. We're looking for someone detail-oriented and dependable, who notices when something is off and brings it to the right person's attention.

## What You'll Do

### Intake, Admission & Reception

- Manage the client intake and admission workflow from first contact through assignment to a treatment provider.
- Answer incoming calls and serve as the first point of contact for clients, visitors, and the community.
- Flag any issues or concerns that arise during intake or day-to-day operations to the appropriate supervisor.

### Volunteer & Intern Support

- Coordinate volunteer and intern placements, matching availability and interests with the organization's needs.
- Facilitate training and onboarding for incoming volunteers and interns, ensuring they feel prepared and supported.
- Serve as an ongoing point of contact for volunteers and interns throughout their placement.

### **Scheduling & Clinical Operations**

- Manage scheduling for clinicians, balancing caseloads against individual availability.
- Keep our online databases and client records accurate, organized, and up to date.
- Support clinical and administrative staff with day-to-day administrative tasks as needed.

### **Team Culture & Communication**

- Look for creative ways to keep the team engaged and connected.
- Help maintain consistent, clear communication across staff, volunteers, and interns.

### **What We're Looking For**

- Highly organized and detail-oriented, with the ability to manage multiple moving pieces at once.
- Comfortable serving as the welcoming first point of contact for clients and visitors.
- A proactive communicator who knows when and how to flag issues to leadership.
- Experience or comfort with scheduling, databases, or office administration.
- A genuine interest in supporting volunteers, interns, and team culture.
- English/Spanish bilingual proficiency preferred.

### **Schedule**

This position requires Monday–Friday availability during normal business hours, with flexibility on the precise schedule.