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

Where hope and healing take root

## **Client Coordinator/Interpreter – Scope of Services**

The Client Coordinator/Interpreter is a Full-Time, salaried position and is entitled to full benefits offered by the Tree House CAC. This position is required to be physically present in the office. The Client Coordinator works closely with the Office Manager as well as the Medical, Mental Health, Advocacy and Forensic Interview teams, handling a variety of tasks in order to ensure that all interactions between the organization and the client families are positive and productive. Must be able to communicate with all different levels with bilingual Spanish a requirement.

## **Duties and Responsibilities**

- Monitor the lobby/waiting room from 8:30 am -5:00 pm on Monday and Friday; 10:30 am to 7:00 pm on Tuesday, Wednesday, and Thursday. Responsibilities include:
  - Assisting clients in completing forms and surveys accurately
  - Children are engaged and occupied with games, crafts, etc. while waiting for sessions
  - Children and families are supplied snacks and drinks as appropriate
  - Therapists, medical staff, forensic interviewers and/or family advocate are informed of arrival of their client.
- Confirm appointments with clients for all Mental Health, Medical and Forensic Interview sessions with a courtesy call, and or text 2 days prior the appointment day/time.
- Arrange and coordinate Uber Health reservations (pick up and drop off) for clients to come to the Tree House via e-mail and telephone.
- Notify corresponding staff member if clients are not coming or going to be late to the appointments.
- Coordinate with Data Manager to ensure information is uploaded into NCATrak.
- Act as an interpreter when needed.
- Answer telephone calls courteously and route all calls to the appropriate staff member. If possible, provide service and/or information directly to the caller.
- Coordinate with State Health Lab for messenger pickup of specimens.
- Organize, schedule and reserve conference rooms for meetings.
- Accept donations when Office Manager is not in the office.
- Work with Office Manager to ensure administrative support is given to clinical staff as needed

**To Apply:** email a cover letter and resume to Sofia Guess at [sofia.guess@treehousemd.org](mailto:sofia.guess@treehousemd.org)

## **About The Tree House:**

The Tree House Child Advocacy Center (CAC) of Montgomery County Maryland is dedicated to reducing trauma and promoting healing for child and adolescent victims of sexual abuse, physical abuse, and neglect. In partnership with Montgomery County and other private and public sectors, medical and clinical professionals come together on behalf of the best interests of victims. This effective early intervention is essential to ensure that an abused child or adolescent develops into a healthy and productive adult, capable of forming trusting and loving relationships.