



WELLNESS COORDINATOR FAQ

/ What is the typical caseload and client makeup of a Wellness Coordinator?

A Wellness Coordinator (WC) typically manages 25-30 clients at one time and the average range is between 20 clients and 35 clients. Within one WC's caseload, we typically see 40% HRC, 40% MRC, and 20% LRC.

/ How much time does a Wellness Coordinator spend on case management vs direct therapy?

SSS is committed to removing administrative barriers to allow our Wellness Coordinators to focus on providing direct client care. Wellness Coordinators spend about 3 hours per day directly interacting with their clients. However, we are striving towards an ideal state of 6 hours per day allocated to client care with the remaining 2 hours reserved for case management and team meetings.

/ Does SSS provide clinical supervision?

Wellness Coordinators provide clinical treatment to our clients and therefore are required to hold a license that allows them to practice independently or with clinical supervision. If a Wellness Coordinator requires clinical supervision, it is their responsibility to source a 3rd party provider in their state of licensure. As part of SSS's comprehensive benefits package, we offer a continuing education agreement which includes reimbursement for the cost associated with obtaining a clinical supervisor.

/ What does the training and onboarding process look like for a Wellness Coordinator?

The WC training process is extensive compared to typical clinical onboarding in similar environments. WC's typically experience a three (3) week training cycle to learn SSS specific service model, including clinical tools and assessments (CASE Approach, CAMS, BCBT-S, Clinical Formulation of Risk, Trauma-Informed Care, Motivational Interviewing, Clinical Note Training, etc), as well as clinical support functions (PsychArmor, Clinical Note Training, Technology Training including SalesForce, Zoom, AWS systems, NeuroFlow, etc). Onboarding also consists of LinkedIn Learning courses focused on Our True North culture competencies and organizational structure competencies. Furthermore, WC Training includes Role Plays, Model Walk Through, and SOPs. New hires also experience opportunities to shadow existing Wellness Coordinators working with Clients through the service model.

/ How soon after the start date does a Wellness Coordinator take on clients?

From Initial Onboarding, Wellness Coordinators typically start working directly with Clients within a month. During the first 6 weeks of working with Clients directly, new Wellness Coordinators are observed directly by their Team Managers to include shadowing as well as extensive call and file reviews.

/ What does a day in the life of a Wellness Coordinator look like?

Like most roles within the clinical field, no two days look exactly the same. Still, there are some standard expectations and tasks Wellness Coordinators engage in day to day. SSS receives requests for services in a number of ways (SSS Website, calling in, or social media). Those initial requests are then assigned to a Wellness Coordinator to complete an intake with the Client within the same business day. Following intake, and based on the Client risk level and their unique needs, Wellness Coordinators then decide which “track” they will guide the Client through (Treatment or Systems Collaboration).

From there, Wellness Coordinators collaborate with Clients on scheduling sessions and outreaches to facilitate progress through the designated track and wellness plan. This can include scheduled sessions, outreach calls, team meetings with a client system, resourcing, etc. This largely informs the Wellness Coordinators’ day based on Client availability and scheduled sessions. Wellness Coordinators may also receive case transfers depending on a variety of factors that would also follow the same process as above.

Outside of direct Client contact, Wellness Coordinators are responsible for completing clinical documentation, resourcing tasks, weekly one-to-one supervision with a Team Manager, biweekly Group Supervision, and weekly Wellness Center Meetings for updates and collaboration. Wellness Coordinators are responsible for scheduling their day to meet the needs of their Clients. Finally, while SSS is not a 24/7 crisis center, due to the nature of the population we work with, we still engage in crisis work regularly. SSS still tries to maintain a standard 8-hour workday (9-5, Mon-Fri), however, there is an expectation that if a Wellness Coordinator is working with a Client actively in crisis, they stay with the Client until that crisis is resolved and the Client safety is ensured. (i.e., if a Client goes into crisis at 4:59pm, we will not hang up the phone until we have assisted the Client in resolution or ensured their safety). If a Wellness Coordinator works beyond their typical 8-hour workday due to this, we make every effort to “flex” time out to accommodate work-life balance.