



JOB TITLE: Administrative Services Coordinator

DEPARTMENT: Family Services/Administration

REPORTS TO: Family Services Program Manager | Executive Administrator

FLSA STATUS: Full-time Exempt

REVISION DATE: March 23, 2026

SALARY: tbd

ABOUT ROBERTA'S HOUSE

Roberta's House is a grief-support nonprofit providing safe spaces for healing to children, families, and communities affected by loss and trauma. We advance hope, resilience, and dignity through the delivery of high-quality, trauma-informed, grief-responsive, and evidence-based clinical services in full compliance with federal, state, and local regulations, accreditation standards, and professional ethical guidelines.

POSITION SUMMARY:

As Roberta's House expands statewide, the Administrative Services Coordinator will play a key role in supporting client access to services. Providing high-quality, trauma-informed and culturally responsive customer service, the position will conduct a centralized intake process for behavioral health programs. The role will assist with administrative duties related to stakeholder coordination and grant management and serve as liaison between Roberta's House and state and local partners, including the Maryland Department of Health, Office of the Chief Medical Examiner, and Child Fatality Review Teams. A dual-reporting relationship, the role will receive direction from the Family Services Program Manager for grant management/stakeholder duties and the Executive Administrator for administrative duties.

SUPERVISORY RESPONSIBILITIES: NA

KEY RESPONSIBILITIES:

Centralized Intake and Client Interaction

- Conducts intake interviews for individuals and families seeking services through peer support and behavioral health programs
- Enters and maintains timely and accurate records using the case management system, Penelope, and other related platforms
- Assists clients in completing intake documentation, including consent forms, demographic data, and screening tools
- Provides timely follow-up; communicates referrals to internal staff for triage and service alignment

Stakeholder Coordination

- Coordinates and tracks grant deliverables, logs data, and manages program documentation for reporting purposes
- Acts as a liaison with state and local partners to ensure a timely response to requests and information is accomplished
- Coordinates stakeholder communications, including bulk mailings, meeting logistics, and toolkit distribution for programs
- Assists with scheduling and materials preparation for state-funded trainings, summits, and outreach events

Front Desk and Office Support

- Provides a welcoming and trauma-informed reception to visitors, clients, and staff
- Answers phones, manages front desk inquiries, and maintains a clean and organized reception area
- Supports general administrative tasks including copying, scanning, mail handling, and inventory tracking
- Assists the Executive Administrator and Family Services Program Manager, as needed

Other Duties:

- Other duties as assigned

QUALIFICATIONS:

- Associate degree in human services, psychology, communications, or related field is required; bachelor's degree preferred
- Two (2) or more years' experience in client-facing intake, service coordination or an administrative role or experience working with crisis-affected individuals
- Knowledge of behavioral health care standards and evidence-based treatment models
- Experience working in a nonprofit or community-based behavioral health program
- Understanding of federal, state, and local regulatory bodies governing behavioral health services
- Detail-oriented; time management and organizational skills needed
- Strong written/verbal communication skills, ability to engage professionally with clients, external partners, staff, and visitors
- Proficiency in Microsoft Office Suite and client database, as Penelope
- Occasional evening/weekend availability for events and stakeholder activities
- Bilingual skills are a plus

Apply to:

Resumes should be sent to: HR@RobertasHouse.org

Applications will be reviewed on a rolling basis until the position is filled. Roberta's House is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state, or local law.