Administrative Intern

Location: River North, Chicago, IL
Job Type: Part-Time Internship (100% In-Person)
Schedule: 8+ hours/week depending on program requirements; AM + PM needs
Reports to: Holley Brandchaft-White, CEO, with day-to-day coaching from the clinical team

About Us

SHFT Behavioral Health is Chicago's first urgent care for mental health!

We offer single-session Chats, Urgent Assessments, short-term bridge therapy and Medication Management. We are open Monday through Saturday, and clients can walk in or schedule appointments in advance.

Our clinic bridges the gap between traditional outpatient therapy and emergency care, providing accessible, high-quality mental health services in a supportive, innovative environment. For many, we serve as a safe alternative to the Emergency Department for crises, big and small.

About the Role

The Administrative Intern keeps the clinic running behind the scenes. You'll be a main point of contact for clients on site, by phone and by email, and you'll take admin work off our clinicians and leadership so they can focus on care.

This is a non-clinical role. You'll work close to client care, but you won't provide it. When a question touches safety, symptoms, medications or clinical judgment, this goes to the clinical team. We all work closely as a team and they will coach you on what to say and do, and you'll build skills and confidence over time.

What You'll Do

Client communication (on site and by phone)

- Greet walk-in and scheduled clients and help them check in
- Answer the main line and general questions about services, hours, insurance and pricing
- Make client call backs: return voicemails, confirm upcoming appointments, and offer new times when a clinician is out
- Use SHFT scripts, and bring in a clinician right away when a question is clinical or a client sounds distressed

Inbox and scheduling

- Help manage SHFT's shared inboxes: sort messages, answer routine questions with approved templates, and flag anything clinical, urgent or billing-related to the right person
- Schedule, reschedule and cancel appointments in our electronic health record, following SHFT's scheduling rules
- Send intake, consent and release of information (ROI) forms, and walk clients through how to complete them. Verify that they have been completed before clients are seen by the treatment team.

- Scan and upload signed consents and other paper documents to the client's chart
- Update client records when things change, like a new phone number, email or card on file
- Log calls and emails with clients in the chart

Clinical care admin support

- Support with preparing school and work notes from approved templates, for the prescriber or Mental Health Clinician to review and sign

Clinic operations

- Restock therapy materials and consent folders, and keep shared spaces welcoming
- Keep the client tracker up to date (basic Excel)
- Accept deliveries and packages, put supplies away, and wipe down shared surfaces
- Help keep the space feeling good: update the whiteboard and keep the music going
- Support simple projects as they come up

Resources and outreach

- Research and pull together community resources when a clinician asks
- Help with outreach to schools and community partners, and with logistics for events and workshops

Scope of the Role

The intern handles the admin side of each task. Anything that needs clinical judgment goes to the clinical team.

Area	Intern handles	Goes to the clinical team
Client questions	Hours, services, pricing, scheduling, how to fill out forms	Symptoms, safety, which service fits best, anything a client seems distressed about
Phone and email	Routine replies from approved templates, call backs, reminders	Clinical questions, complaints, anything you're unsure about
Scheduling	Booking and rescheduling by SHFT's rules	Whether a client can see an intern, urgent assessment triage
Clinical Care	General coordination and reminders	Treatment recommendations, any clinical care questions
Letters	Attendance and work notes prepared from approved templates	Accommodation letters, content review and signature
Safety concerns	Get a clinician right away	Assessment and next steps

Qualifications

- Currently enrolled undergraduate or graduate student in psychology, social work (especially administrative or macro tracks), industrial/organizational psychology, public health, healthcare administration, business or a related field
- Interest in mental health, with some exposure to the field through coursework, volunteering, a crisis line, research or a similar role
- No clinical training or license required

Requirements

- In-person availability in Chicago, IL for scheduled shifts
- At least 8-10 hours per week
- Commitment of at least one semester
- Completion of HIPAA and privacy training during onboarding
- Spanish or another second language preferred

Core Competencies

- **Warmth & Composure:** Stays calm and is engaging and warm with clients, including people having a hard day
- **Judgment & Knowing When to Ask:** Recognizes when a question needs a clinician and brings one in right away
- **Organization & Follow-Through:** Keeps track of many small tasks and closes the loop
- **Written Communication:** Writes clear, professional emails and client messages
- **Tech Comfort:** Learns new systems quickly, including an electronic health record and basic Excel
- **Discretion & Professionalism:** Keeps client and business information confidential
- **Collaboration & Teamwork:** Works well with an interdisciplinary team of therapists, prescribers and interns

Why Join Us?

- **Real-World Experience:** See how an outpatient mental health clinic runs, from first phone call to discharge
- **Healthcare Operations:** Learn the business side of care: scheduling, insurance, billing basics and vendors
- **Client Communication Skills:** Build confidence talking with clients, with coaching from licensed clinicians
- **Startup Exposure:** Work directly with leadership and help shape how a growing clinic operates
- **Mission-Driven Impact:** We’re building something innovative; build with us!

Compensation & Training

- Unpaid for academic credit. We're happy to complete school internship forms and related supervision.
- Onboarding for all aspects of the role, as well as learning in real-time
- ID badge and SHFT email account provided

How to Apply

Interested candidates should email a resume and a few sentences about why they're interested to: careers@shftbh.com. We are currently interviewing for positions with start dates in December 2026.