

Neurofeedback Technician

iMatter
Denver, Colorado

About iMatter

iMatter is a premier outpatient neurofeedback private practice providing top quality services to the LGBTQIA+ community and their loved ones.

Founded in 2020 by Isaac Archuleta, MA, LPC, iMatter is determined to increase the mental health of the LGBTQIA+ community, creating overall intrapersonal and relational health. iMatter provides life-affirming neurofeedback designed for the main task of liberating the LGBTQIA+ community from mental health blockades.

Job Description:

The Neurofeedback Technician provides support to our clinic by running neurofeedback (NFB) sessions from start to finish. They also maintain our NFB room, supplies, customer service, and communicate with our clinical team regarding scheduling NFB clients, attendance, billing, and needed forms and supplies.

Job Responsibilities:

- Greet clients, provide quiet environment for NFB sessions
- Run NFB protocols as determined by supervisor
- Attend weekly or biweekly NFB meetings with supervisor to:
 - Review training process
 - Anticipate upcoming changes in protocols
 - Moves to subsequent protocol in Care Plan when client goals are achieved
 - Client scheduling needs
- Complete brain mapping sessions, including the submission of EEGs and Intake forms to external partner
- Upon receiving Protocol Recommendations and Results from supervisor, uploads all forms to SP and Train Track in a timely manner
- While clients are in training sessions, the Neurofeedback Technician will complete other tasks, including (but not limited to):
 - Maintaining and updating Train Track with training notes
 - Cleaning caps
 - Completing biweekly inventory and sending to Office Coordinator
- Maintain NFB room and supplies, including proper cleaning, use and maintenance of equipment. Clean neurofeedback space and equipment daily. Notify supervisor of any repairs necessary or materials needed

- Communicate effectively with clients while maintaining confidentiality
- Maintaining client schedule on Simple Practice (SP):
 - Working with Neurofeedback Program manager to explore number of sessions for each client and booking client accordingly.
 - Adjusting both calendars to reflect attend, missed, or late canceled appointments
 - Schedule clients for next session
- Schedules a “Brain Map Reading” session 4 business days after mapping has occurred
- Communicates with supervisor via email, except when Neurofeedback Program Manager’s attention/presence is required during a training session
- Deliver excellent customer service to clients coming in for appointments, including efficient billing, communication, scheduling, and care for clients in person and outside of session.

The Opportunity

At iMatter, the NFB Technician is responsible for delivering competent and circumspect NFB to iMatter clients, who are most often part of the LGBTQIA+ community. iMatter will provide the opportunity to learn our preferred NFB protocols.

We are looking for individuals who prioritize a work/life balance that sustains creativity, rejuvenation, and stamina for ongoing NFB work. The infrastructure provided by iMatter has been created to allow talented individuals to attune to and cultivate the art of NFB.

Qualifications

The ideal iMatter Associate is a critical thinker and innovative individual. They/she/he enjoy providing client care and take initiative to implement the treatment plan with confidence and sound judgment, along with the support from their supervisor.

The NFB technician will have a passion to support the LGBTQIA+ community, the candidate will have strong clinical experience and confidence, and desire to be an ongoing social advocate for the LGBTQIA+ community. The neurofeedback technician will work with clients, and often their primary therapist, every week. An ideal candidate understands the importance of maintaining paperwork, confidentiality and delivering quality customer service in a clinical setting. They will also respect the client-therapist relationship and nurture the relationship in a therapeutic way.

Required Qualifications:

- 1+ year experience in a clinical or medical setting in a support role. Relevant education may be substituted for experience
- 1+ year of customer service experience (in any setting)
- Technician is expected to work at least 3 days a week M-F for up to 20 hours.

- No formal education required. This position may qualify as an internship for undergraduate or graduate students in counseling, psychology, social work or related fields.
- Experience with Google Drive, troubleshooting basic technological issues
- Strong problem solving skills, ability to work independently and communicate effectively over email required.
- Demonstrated problem solving skills

Preferred Qualifications:

- Certifications or training in clinical, psychological, or medical fields a plus
- Ability to work a flexible schedule up to 5 days a week
- Experience with clinical charting and record keeping

Compensation is expected to be \$20 an hour.

Expectations of the clinical contract therapist relationship to iMatter:

Clinical:

- Respond to client bookings initiated by the Intake Specialist
- Works to provide the best clinical interventions suited to the unique and individual needs of each client
- Maintains consistency in client appointments and session attendance
- Provides the highest standards of legal and ethical treatment oriented towards the client's overall health and termination of counseling services
- Participates in ongoing trainings, readings, and awareness of research and trends specific to the LGBTQIA+ community and clinical mental health counseling as a whole
- Willingness to attend iMatter meetings is not required, but encouraged
- Maintains healthy work/life balance, so as to preserve creativity and stamina, and communicates if extra support is needed for extenuating circumstances
- Exhibits enthusiasm toward partnering in the work that iMatter is doing

Administrative:

- Maintains updated client records and note keeping in accordance to appropriate standards of care, the clinical contract worker is responsible for the client record
- Manages ongoing scheduling with clients, and communication with clients through email, phone, or in person contact
- Collects all client fees through the iMatter Clover account
- Submits timesheets every other week in accordance with the pay structure
- Complies with iMatter procedures for administrative and office operations
- Communicates with iMatter leadership and admin in a timely manner through email, phone/text, or in person methods

- Provides updated information to administration for the purpose of maintaining the contract clinical therapist biography and credentialing information on the website and other marketing materials