

About Us

At TARA Mind, we aim to accelerate equitable access to evidence-based mental health care by empowering a community of providers with tools to communicate with their patients and deliver psychedelic-assisted therapy alongside traditional approaches.

About Red Cell Partners

Red Cell Partners is an incubation firm building rapidly scalable technology-led companies that are bringing revolutionary advancements to market in healthcare and national security. United by a shared sense of duty and deep belief in the power of innovation, Red Cell is developing powerful tools and solutions to address our nation's most pressing problems.

We are Hiring a

Patient Care Coordinator

Position Overview:

We are seeking a part-time Patient Care Coordinator that will be the primary liaison between individuals seeking psychedelic-assisted therapy and TARA Mind's provider community. The ideal candidate is a friendly and empathetic communicator with deep knowledge about psychedelic medicine and therapeutic/coaching models (i.e., preparation, facilitation, and integration).

As the Patient Care Coordinator, you will be guiding patients through TARA Mind's resources and provider community based on their communicated needs, scheduling provider consultations and appointments, handling referrals, preparing patient information for clinical staff, and answering patient questions.

This individual will need a flexible schedule to answer a broad coverage of inbound calls or messages. This role may be performed entirely remotely, and TARA Mind offers a competitive hourly rate.

Duties and Responsibilities:

- Answer inbound patient messages and phone calls
- Answer questions about psychedelic-assisted therapy programs and treatment modalities
- Schedule patient appointments with TARA Mind's community of providers
- Facilitate patient intake questionnaires, collect patient information, and update patient records in TARA Mind's EMR
- Perform certain follow-up services for patients and providers in a prompt and courteous manner
- Work closely with the Operations and Product Directors to optimize the customer journey from beginning to end and automate workflows in our CRM

Highly Preferred Qualifications:

- Deep knowledge about the effects of psychedelic treatments, to include (but not limited to): Ketamine, MDMA, Psilocybin, Ibogaine, and Ayahuasca
- Exceptional communication and active listening skills
- 3 years of experience scheduling medical appointments
- 3 years of experience handling patient check-ins/registration
- Experience with an EMR or CRM system
- Master's Degree in a Mental Health Discipline
- Psychedelic-Integration Certification(s)

Benefits:

- Competitive hourly rate
- Remote-First work policy
- Great culture!

We're an Equal Opportunity Employer: You'll receive consideration for employment without regard to race, sex, color, religion, sexual orientation, gender identity, national origin, protected veteran status, or on the basis of disability.