About Neurocore

Neurocore improves human performance by developing the brain's ability to become stronger. We have created a science-based approach that uses advanced neuroimaging technology to engage the brain in real time to improve focus, attention, impulse control, and sleep. Our services have helped thousands of people of all ages significantly improve symptoms related to a variety of behavioral and physiological issues, like ADHD and difficulty sleeping. In addition, we have worked with already high functioning athletes and executives to maximize their performance in their professional lives.

About the Position

The Client Advocate role will work as part of a team and under the supervision of our expert Clinical Specialists. You will help clients interface with Neurocore's cutting edge technology, help facilitate brain training sessions, and provide coaching that will ensure that expectations are exceeded at every visit. Your work, every day, will help create passionate advocates for Neurocore and the life changing services we offer.

Responsibilities and Duties

- Complete the Neurocore training program on neurofeedback and the software we use, learning how it works and how it applies to mental and behavioral health.
- Perform various hosting duties, welcoming current clients for their scheduled sessions and informing prospective clients about the services that we offer.
- Assist in scheduling sessions for new and current clients.
- Help with intake information and assessments for new clients that come in.
- Facilitate brain training sessions and provide clients with additional education and resources to optimize their program outcomes. (Don't worry- we'll teach you!)
- Effectively communicate how neurofeedback technology works in a manner that is consistent with our standard language, confidently discussing our own program outcome statistics and results.
- Ensure HIPAA compliance for all client information and medical records.
- Demonstrate a high level of both professionalism and enthusiasm, facilitating a relationship-based approach to client interaction and service.
- After proper training, demonstrate deep knowledge of how to engage with the hardware and software to help clients interface with Neurocore’s cutting edge technology.

Education and Experience

- Bachelor's degree, preferably in Social Work, Psychology, Neuroscience, or similar field
- 1-3+ years of experience working in a successful client-facing service environment
- An outgoing, engaging personality with a passion for helping others
- A strong interest in health, wellness, and how the human brain works
- Ability to work evenings and occasional weekends to accommodate client schedules
- Bilingual in English and Spanish, a huge plus
- BCIA certification in neurofeedback preferred, or willingness to obtain during new hire process