



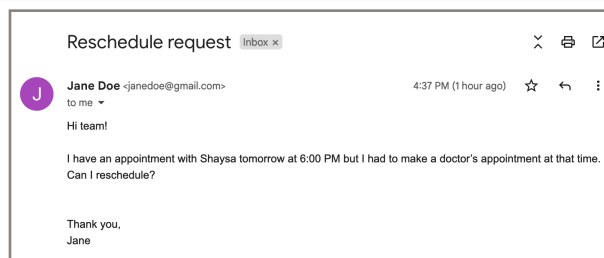
## Instructions for Writing Samples for Intake Coordinator / Practice Manager Candidates

At Roamers Therapy, we primarily use email for a huge majority of communication with our clients, employees, and other institutions. Therefore, it is extremely important for our intake coordinators (and/or practice managers) to have good written communication skills in English. Please complete the writing prompts below to your best ability and upload your responses with your official application. You can upload your writing sample in any format (e.g., Word, PDF). There is no page limit or standard formatting requirements.

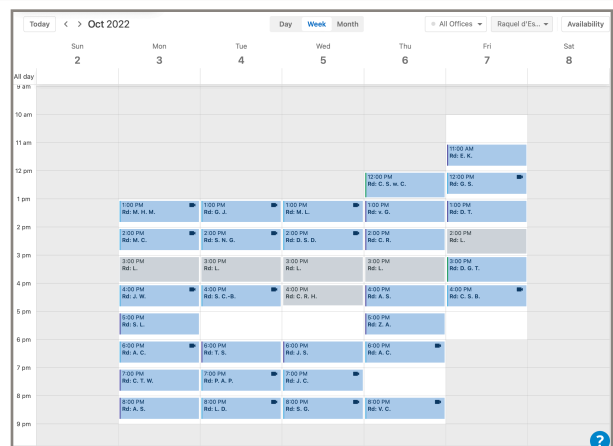
### Writing Prompt 1 - Rescheduling Inquiry

You received the following patient email. Review the screenshot of the clinician's calendar below and the policy pointers and prepare a quick and short response for them:

#### Client's Email:



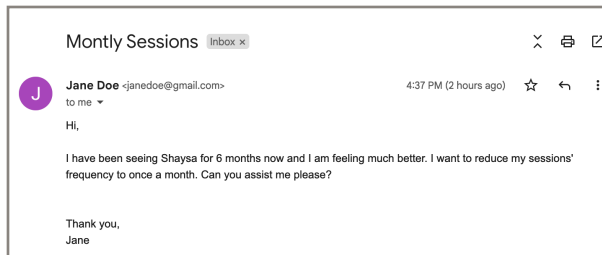
#### Therapist's Calendar



## Writing Prompt 2 - Policy Clarification Question

You received the following patient email. The patient is asking if they can attend sessions once a week. Read our commitment policy and write an answer to this client to communicate our policy in a kind manner.

### Client's Email:



### Roamers Therapy Commitment Policy

Roamers Therapy understands the importance of commitment for psychotherapy to be effective and valuable. As a result, we follow a weekly appointment model and we are not able to accommodate non-weekly scheduling.

We reserve a specific time slot for you on a weekly basis once you become a Roamers Therapy client. We hold this spot for you until you and your psychotherapist mutually decide to terminate psychotherapy. Although we understand the need to skip some weeks due to various reasons (business, vacations, illness, etc.), we may decide to invalidate the reserved status of your time slot if we notice an excessive skipping pattern (more than 2 appointments in any 3 month period) and make your time slot available to other prospective clients. If you do not schedule any appointments for 3 consecutive weeks unless other arrangements have been made in advance, we will consider that the clinical relationship between you and your psychotherapist is discontinued due to legal and ethical reasons.

*Note: Avoid writing the actual policy text in full, but summarize and redirect them to the relevant section of our website's Frequently Asked Questions page.*

### Writing Prompt 3 - Blog Post Proof Reading

Review the blog post below, proof read it, fix errors (grammar, syntax, semantics), and make suggestions to the author to improve its content:

#### **Unpleasant feelings and thoughts are normal**

I have notice a common trend that first makes an appearance in first session therapy. The question, what brings you here today?, is usually met with some variation of, I want to get rid of (insert symptoms here). Many people seek out therapy because they are tired of experiencing negative symptoms of anxiety, depression, grief, etc. However, the reality is that therapy will not help you get rid of unwanted feelings or thoughts, at least not completely. You will be met with disappointment if you walk into therapy envisioning that you will walk out of therapy without any parts of what brought you in to begin with.

The truth is negative thoughts and feelings is normal aspect of life. Just because feeling is unpleasant does not mean it is abnormal. The phrase there is no happiness without suffering is right some extent. We are all bound experience sadness, insecurities, anger, and happiness, love, and more throughout our lives. Sometimes we focus so much on wanting to get rid of the bad that our negative emotions and thoughts become even more central to our focus. Instead of aiming to eliminate unpleasant feelings and thoughts, you can reflect on what specifically about your feelings and thoughts are causing discomfort in order to redefine your goals for therapy.

Feelings and thoughts is not something we have the power to eliminate we do have the power to regulate them control how we react in response to those feelings. The most important step is accept that unpleasant feelings will surface from time to time. This will allow you to focus on how move forward when unpleasant feelings surface rather than feeling anxious about having those feelings. When you feel comfortable knowing you will experience unpleasant feelings, you can utilize therapy to explore tools for regulating your emotions and thoughts, and reducing their intensity.