

Intake Coordinator

The position of Intake Coordinator functions within the Clinical Department at the Institute for Human Resources. This position has the primary responsibility for facilitating and coordinating all intakes and referrals for the agency, as well as providing clinical support to staff.

SUPERVISED BY: Clinical Director

POSITIONS SUPERVISED: None

EXEMPT STATUS: Full Time, non-exempt

HOURS: Scheduled to work 35-40 hours per week with a one hour meal break each working day.

QUALIFICATIONS:

EDUCATION: Bachelor's Degree in Social Service or related field.

SKILLS and RESPONSIBILITIES

1. Able to provide excellent customer service to clients seeking services. Providing information as needed, link clients to appropriate services, and gathering information upon first contact via phone.
2. Plan, coordinate, and advocate services for clients that are safe, timely, efficient, effective, and client-centered.
3. Pleasant personality and ability to communicate effectively with clients and staff. Demonstrate healthy and appropriate boundaries.
4. Communicate effectively with a diverse population in verbal and written formats, using English as the primary language.
5. Ability to maintain confidentiality and follow all policies and procedures of the agency.
6. Proficient in Microsoft Office; particularly Excel. Run various reports to identify trends, address issues, and improve client engagement and treatment results.
7. Able to effectively plan and organize. Able to keep statistics and organize referral sources. Ability to handle multiple tasks effectively.
8. Detail oriented and efficient in completing tasks required of the job. Able to work independently and effectively.
9. Completes assignments with minimal directives, is reliable and dependable. Perform other duties as assigned.
10. Ability to remain flexible and compassionate in a fast-paced environment.
11. Ability to learn the agencies electronic medical record system and maintain documentation of client and staff interaction.
12. Exhibit conflict resolution and decision making skills.
13. Provide assistance to clinical staff as appropriate and needed.
14. Work to engage and re-engage client through written and/or verbal communication.
15. Communicate professionally and effectively with referral sources and members of the community.
16. Attend agency program meetings and assist with minutes.

EXPERIENCE: Prefer some experience working with our population and/or office skills.

SAFETY:

1. Work to insure the safety of staff and clients in his/her work environment.
2. Cooperate with the Safety Committee as directed by supervisor.

3. Document any unusual incidents and forward to appropriate staff.

TRAINING:

1. Participate in agency training events and emergency drills.
2. Further professional growth as directed by supervisor, which may include such activities as conferences, workshops or classes; or maintaining membership in your professional organization.
3. Keep current in continuing education credits as required for all job related licenses or certifications.