

Intake Specialist

Job Description

DEPARTMENT: Administration

REPORTS TO: Clinical Director

SUMMARY: The Intake Screener is responsible for providing exceptional customer service and sensitivity to address the needs of individuals seeking information and/or services for mental health and/or substance use. This position facilitates the screen process by gathering personal information from individuals seeking services at UMADAOP. Information may include but is not limited to demographics, insurance and situational information. The intake screening process may occur by telephone and/or face-to-face contact. In addition to the intake process, this position serves as a resource to callers by being knowledgeable of community services, gathering and entering information into an electronic health record (EHR), maintaining communication with the caller/client throughout the screening process and providing updates as needed.

DUTIES AND RESPONSIBILITIES:

- Facilitates and supports the screening process for clients seeking office-based and school-based services through UMADAOP.
- Expedites the screening process which includes information gathering, provision and completion of forms and consents, collaborative efforts with other professionals to ensure that clients complete the intake process.
- Ensures and schedules initial assessment appointments for clients entering care for office-based services.
- Maintains knowledge of insurance (Medicaid, Managed Care Plans and Medicare) plans that UMADAOP participates in.
- Represents UMADAOP while collaborating with other outside service agencies as needed.
- Follow-up with referral sources (e.g. FAIR, Adult Probation, MHAP, RHAC, MHC, Family Drug Court, etc) to ensure they are aware of the outcome of the referral.
- Prepares timely and accurate monthly reports for Supervisor, QA, Executive Staff and Management Staff as required.
- Participate in team meetings, educational and training opportunities to enhance professional knowledge and skills.

- Completes timely and accurate documentation within agency standards.
- Demonstrates a knowledge base necessary to care for adolescents through geriatric patients.
- Demonstrates ability to identify risk factors for individuals seeking treatment.
- Supports the philosophy of person-centered care, recognizing the individual needs of the client being served.
- Complete assessments as required.

V. COMMENTS: This description is intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at anytime.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities nor direct reports.

QUALIFICATIONS:

- Bachelor's degree in social work or counseling. LSW or LPC Preferred.
- Experience in intake health care/social services or a combination of related education, training and experience.
- A commitment to customer service.
- Experience with computer skills and knowledge of Windows, and Electronic Health Records (EMR).
- Must have strong communication skills both oral and written, exceptional organizational skills to manage multiple tasks, and professional presentation to engage others.
- Willing to occasionally represent the agency in community outreach events that may take place in the evening or weekends.