

Job Description

Intake Coordinator



JOB TITLE: Intake Coordinator
DEPARTMENT: Behavioral Health (BH) Program
REPORTS TO: Program Manager
STATUS: Full Time, Regular
FLSA: Exempt
Salary Range: \$ 55,000- 60,500
WORK SCHEDULE: Monday to Friday, typically 9-5:00 pm; some evenings and weekends

PURPOSE

The Intake Clinician is responsible for conducting comprehensive psychosocial assessments. This position ensures efficient and seamless scheduling of internal and external referrals, and works in collaboration with the Atlantic Street Center (ASC) Behavioral Health Program staff to provision high quality, accountable, and client-centered services.

ESSENTIAL DUTIES

1. Receives new referrals and enters them into the Referral Log
2. Updates the Intake Log on a weekly basis, documenting contacts made with individuals requesting services and/or referral source; provides weekly report to Program Manager
3. Ensures response within 24 hours and sets up intake appointments from the time of referral
4. Provides assistance or instruction about how to obtain medical benefits while conducting intakes
5. Conducts complete clinical assessments that support diagnosis, enrolls clients into services and develops a psychosocial assessments
6. Completes all paperwork on a weekly basis, including documents that support enrollment and the delivery of clinical services
7. Assesses for risk to harm self and others
8. Notifies Program Manager and clinical staff if immediate interventions or further assessments are needed
9. Manages time effectively and organizes information within tracking systems in a timely manner for reporting
10. Enters appropriate codes into electronic records system for clinical assessment
11. Serves as the point of contact when enrolled families do not receive contact from assigned clinician in a timely manner. Coordinate with ASC Clinicians to make sure that services get started in a timely manner
12. Evaluates overall intake data on a weekly basis; uses collected data and information to make recommendations to the Program Manager on areas of improvements.
13. Actively maintains a shared Outlook-based calendar that facilitates participant support, treatment, administrative requirements, and attendance at meetings. This includes self-managed scheduling of appointments.
14. Follows-up with referral source to keep them informed of progress in enrolling referred person in services
15. Works with Program Manager and Clinical Supervisors to ensure Therapists achieve maximum productivity levels by maintaining weekly chart of scheduled clients and conducting intakes to ensure full caseloads
16. Completes data entry related to referrals and intakes.

17. Assists Program Manager in developing and cultivating appropriate referral sources within the community, especially schools and other local organizations.
18. Prepares and maintains all required treatment records and reports.
19. Adheres to program standards for documentation, including updating electronic records database.
20. Maintains confidentiality of records in accordance with HIPAA and other federal, state, and county guidelines.
21. Complies with administrative documentation and fee collection protocols.
22. Fosters an environment of accountability and continuous improvement throughout the program.
23. Meets deadlines and reporting requirements.
24. Attends all agency and BH Program meetings, including BH leadership team meetings
25. Maintains active and appropriate registration with the State of Washington at all times.
26. Other duties as assigned by Program Manager

QUALIFICATIONS

- Master's Degree in one of the behavioral sciences from an accredited college or university.
- Two years of post-Master's experience in Mental Health diagnosing and providing counseling services to ethnically-diverse low-income children, youth, and families.
- Mental Health Professional (MHP) status required.
- Current Licensure in the State of Washington
- Strong clinical skills and knowledge base of clinical care standards in the treatment of adults, children, and families, including those families affected by multiple issues (abuse, neglect, domestic violence, chemical dependency)
- Strong diagnostic skills and knowledge of the DSM-5
- Able to work effectively under pressure or during temporary increases in work load
- Computer skills and proficiency with Microsoft Office suite software
- Experience working with Electronic Records Management system software/databases
- Strong organizational skills and timely follow-up to manage the complex tasks associated with providing services to multi-system involved youth and their families, (systems such as schools, juvenile rehabilitation, children's administration/DCFS, and Department of Developmental Disabilities)
- Knowledge of community resources in the greater Seattle metropolitan area
- Excellent communication skills, both oral and written
- Able to balance competing demands and maintain effective working relationships with staff, participants, volunteers, collaborators, and the general public
- Demonstrated ability to promote teamwork, collaboration, and quality performance standards
- Strong track record of professionalism and integrity to ensure high quality programs and that services meet and exceed contract agreements
- Demonstrated track record in the learning and development of others and themselves
- Demonstrated ability to openly, honestly, consistently, and accurately communicate information to others in a manner that is respectful of various backgrounds (e.g. cultural, educational, religious, racial) creating two-way feedback channels and open dialogue. Takes time to listen and understand the entire situation, and constructively address issues.
- Ability to Identify and understand the broader contexts of a situation

WORKING CONDITIONS

- Position requires working a schedule which includes some evenings.
- Must be able to access clients at all locations served by ASC and places frequented by clients.
- Position requires driving your own vehicle whenever necessary to meet program needs.
- Valid WA state driver license and car insurance is required per state law.

- Wide range of physical activities – from sitting for long periods to bending, stooping, to frequent walking.
- Able to lift up to 15 pounds.

Qualified individuals must email all of the following to jobs@atlanticstreet.org to be considered

- **Current resume**
- **Cover letter** clearly stating how you meet or exceed the minimum qualifications
- **4 professional references**
- Please type **Intake Coordinator** in the SUBJECT line of your email.
- Email your cover letter, resume and 4 professional references to jobs@atlanticstreet.org. Incomplete applications will not be considered.

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