

Job Description

Job Title: Central Intake Specialist

Department: Clinical

Supervisor:

FLSA Status: Non exempt

Prepared By: KK

Prepared Date:

Approved By:

Approved Date:

Summary

The **SENIOR INTAKE SPECIALIST** is responsible handling referrals from the community for all Mid-Erie services and linking clients to the appropriate program. They perform insurance eligibility and verification steps.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Identifies high-risk situations, e.g., suicidal, homicidal, and family violence, and makes immediate linkage to prevent harm to the individual being referred, and to others.
- Has a working knowledge of adult mental health, child mental health, and chemical dependence treatment populations and service continuums.
- Has familiarity with high-risk populations, i.e., SED, SPMI, MICA, psychiatric inpatient discharge, and makes appropriate program linkages.
- Utilizes program eligibility criteria and screening instruments to link referrals with the appropriate program, e.g., Children's Enhancement Program.
- Maintains a current list of clinicians, credentials, specialty areas, and locations.
- Receives customers in a friendly, professional and culturally sensitive manner.
- Collects insurance information and conducts eligibility checks and verification.
- Gathers necessary clinical information during the initial intake to make the appropriate program linkage.
- Provides initial education to the referral source and to the client about what to expect during the intake process and about payment for services.
- Participates with the Operations Manager and program supervisors to improve intake procedures.
- Identifies transportation barriers that would prevent the individual or family being referred to attend the intake session; educates the individual or family about transportation resources.
- Forwards comprehensive and accurate referral information to agency sites in a confidential and timely manner.
- Maintains knowledge of community resources and assists with linkage and advocacy.
- Demonstrates a working knowledge of medication prescribed, and its side effects.
- Provides agency inservice training, as assigned.
- Handles intake calls for clients.
- Performs triage in order to identify high-risk clients and link them to services appropriately.

- Travels to Mid-Erie locations to conduct face-to-face intakes.
- Meets agency productivity requirements.
- Performs other tasks as assigned

Supervisory Responsibilities

None

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

Continuous Learning - Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; uses technology to increase productivity.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions.

Teamwork - Balances team and individual responsibilities.

Written Communication - Writes clearly and informatively.

Diversity - Shows respect and sensitivity for cultural differences.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelors degree in a Human Services field or Business field with two (2) years experience working in a behavioral health environment.

Language Skills

Ability to read, analyze, reports, and legal documents. Ability to effectively present information to management, staff and clients.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of behavioral health software (Cerner preferred) and Microsoft Office.

Certificates, Licenses, Registrations

None

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; use hands to type and write.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually very quiet.

Salary: Job Group VI