

UNION SETTLEMENT

Position: Intake Coordinator

Department: Mental Health Services

Reports to: Clinical Supervisor/ Director of Mental Health/ Office Manager

Hours: Full-Time

Position Summary:

The intake coordinator is responsible for the registration of incoming clients, and they are often the first employee that clients encounter. The intake coordinator is responsible for the financial intake for each client entering the Clinic. The intake coordinator makes sure that all required client information for new clients is received and processed and that appointments are made with the proper intake therapist. The intake coordinator is also tasked with clerical duties such as managing paperwork (creating new charts), handling data entry, engaging with and answering phones.

Individuals in this position should be able to work in a fast-paced environment and have the time-management and multitasking skills necessary to perform a variety of duties concurrently. Speaking with and collecting information from clients and referral sources requires strong interpersonal skills, and attention to detail. The intake coordinator should also have a solid understanding of mental health clinic services and knowledge of its clerical functions. The ability to operate basic computer (Accumed) is also necessary.

Intake Coordinator Responsibilities.

- Initiate contact to gather required clinical and demographic data from patient and sources
- Schedule Intakes with intake therapists .and complete necessary paperwork (financial intake)
- Review referrals and verify all information
- Work with Clinical Supervisor around case assignment as needed
- Provide receptionist coverage when not coordinating Intakes
- Provide reception for walk in clients and urgent phone call referrals
- Maintain a list of referral sources
- Assist with implementation of EHR and how it will impact intake
- Ensure all Intake therapists have the required intake documentation forms on hand
- Overall oversight of intake process and case assignment as needed
- Additional responsibilities as assigned by Supervisor

Qualifications:

- High School diploma or equivalent
- Excellent organizational and time management skills
- Bilingual (English/Spanish)

Personal Qualities

- Resourceful, empathic, compassionate

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- Takes Initiative
- Problem Solving skills
- Ability to work both independently and within a team
- Ability to handle multiple assignments simultaneously
- Excellent interpersonal skills
- Ability to engage clients
- Exemplary and dedicated work ethic and professional at all times

Assessment of Intake Coordinator skills and competency.

- Weekly individual supervision
- Ongoing monitoring of intakes and intake schedule

To Apply:

Please send Resume: jobs@unionsettlement.org

Please indicate Intake Coordinator in subject of e-mail.

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