



## JOB POSITION DESCRIPTION

EMPLOYEE NAME: \_\_\_\_\_ DATE OF HIRE: \_\_\_\_\_

<b>POSITION:</b>	Intake Coordinator
<b>RESPONSIBLE TO:</b>	Intake Supervisor
<b>SUPERVISED BY:</b>	Executive Director, Intake Supervisor
<b>POSITION/INDIVIDUALS SUPERVISED:</b>	None
<b>INTERRELATIONSHIPS:</b>	Maintains open communication lines admissions and facility staff members. Initiates and maintains contact with prospective clients, family members and significant others, and referral sources; as assigned by supervisor.
<b>STATUS:</b>	Non Exempt
<b>POSITION PURPOSE:</b>	
The Intake Coordinator is responsible for managing and implementing systems, particularly inquiry/intake calls, client screenings, admissions and contacts with utilization reviewers and case managers. He/she is also responsible for working with the admissions and facility staff to assure exceptional client and community satisfaction.	
<b>POSITION REQUIREMENTS/QUALIFICATIONS</b>	
<b>1. EDUCATION:</b>	Associates Degree and or meets experience requirements.
<b>2. EXPERIENCE:</b>	Prefers at least One to Two years' experience in the field of chemical dependency/substance abuse and/or psychiatric setting.
<b>3. LICENSURE/CERTIFICATION:</b>	None
<b>4. SKILLS /ABILITIES/COMPETENCIES:</b>	Customer Service Knowledge of the Principles and Practices of the Substance Abuse Industry Adheres to the facility ethics code.  Demonstrates Proficiency in Communication & Written skills. Knowledge of State & Federal Statutes Regarding Client



	Confidentiality laws. Knowledge of Drug-Free Workplace
<b>5. AGE SPECIFIC INDIVIDUALS SERVED/ RESPONSIBILITY:</b>	Adults
<b>6. OTHER QUALIFICATIONS:</b>	Familiar with community resources and BTC policies and procedures
<b>7. EMPLOYEE CLASSIFICATION:</b>	Non Exempt
<b>WORKPLACE ENVIRONMENT</b>	
<b>1. ENVIRONMENTAL CONDITIONS:</b>	Hours of work are structured in an eight (8) hour block but may be subject to irregular hours based on the facility's needs and on call schedule.. Position requires work in a temperature controlled environment 80-90% of the time spent indoors or in an air conditioned environment. Potential exposure to violent situations. Potential exposure to airborne/blood borne pathogens or other potentially infectious materials.
<b>2. MACHINES/EQUIPMENT/PROGRAMS USED:</b>	Computer Calculator Fax/Copy/Scanner Machine Telephone System Microsoft Office Electronic Medical Record (Kipu )
<b>3. JOB CATEGORY STANDARD PRECAUTIONS:</b>	Routine tasks involve limited exposure to blood, body fluids, or tissues (although situations may arise in which the employee might encounter potential exposure to any of the above).
<b>4. PERSONAL PROTECTIVE EQUIPMENT:</b>	Utilize Universal Precautions when needed.
<b>5. POTENTIAL WORKPLACE HAZARDS:</b>	Med/ High
<b>6. POTENTIAL WORKPLACE VIOLENCE:</b>	Medium/High Risk Potential



<b>OTHER AREAS</b>	
<b>1. SUPERVISION PROVIDED TO POSITION:</b>	On a weekly basis.
<b>2. PERFORMANCE /PROFICIENCY STANDARDS</b>	Performance standards are integrated within the position responsibilities. The principle functions of the position identified shall not be considered as a complete description of the all the work requirements and expectations that may be inherent in the position.

**SPECIFIC AREAS OF RESPONSIBILITY TO POSITION**

1. Monitors SalesForce on a consistent basis to check for pending admissions.
2. Creates potential admission files in Kipu.
3. Upload VOB, Pre-Admission Screening, demographic information, insurance information, marketer/referral information in Kipu.
4. Assists in obtaining necessary consents, identifications, and financial documents needed to admit patient.
5. Converts Leads to Admits in SalesForce.
6. Updates whiteboard to include travel information, projected bed, patient description, and phone number.
7. Assists with intakes, as needed.
8. Participates in all staff meetings; responsible for obtaining information if not in attendance.
9. Approaches clients/family members, significant others, and visitors with a respectful caring manner to convey a sense of concern and warmth.
10. Delivers care in a non-judgmental and non-discriminatory manner, sensitive to client and staff diversity.
11. Seeks corrective criticism and has the ability to evaluate suggestions objectively.
12. Attends in-services and educational training as necessary and as assigned.
13. Maintains updated competencies required to perform client assessments
14. Seeks out learning experiences and incorporates new knowledge into practice.
15. Assists with coordinating travel with BHT supervisors.

**Specific areas of responsibility to all positions;**

1. Assists, promotes, and carries out philosophy of treatment.
2. Build positive relationships with staff and clients.
3. Represents the program to referral sources, potential patients, and other outside individuals and agencies in a courteous, professional manner that reflects positively on the program and its staff.
4. Answer telephones courteously and directs calls as requested.
5. Protects the confidentiality of patients and the privacy of staff.
6. Uses computer to type correspondence, reports and other items as requested, ensuring that typing is accurate, as needed by position.
7. Notes patient care and environmental issues and communicates with appropriate staff.
8. Accepts and utilizes supervision.
9. Addresses problems noted by supervisor.
10. Understand and apply the program's philosophy
11. Demonstrate good strategic and problem-solving skills
12. Ensure that documentation is timely, consistent, clear and articulate



13. Keep records secure at all times.
14. Communicate with supervisor and keep supervisor informed of significant developments
15. Demonstrate willingness to accept responsibility.
16. Participate in Quality Improvement activities and contribute to the welfare of the organization
17. Pursue professional development through participation in education and training programs.
18. Has good work habits; get things done a timely, efficient, manner with no excessive absences; is on time on scheduled shifts and prepared to begin work.
19. Function well as a team member and contribute positively to the morale of staff
20. Maintain good communication.
21. Willingness to be a team player.
22. To complete Incident reports as required.
23. To communicate with other staff as necessary to promote quality patient care.
24. Interact appropriately with patients, showing them respect while maintaining professional boundaries.
25. Maintain professional demeanor at all times.
26. Maintains the offices, residences, equipment and services of in a manner that preserves the dignity and provides for the comfort and safety of all individuals admitted for treatment as well as staff and visitors
27. Follows Infection Control guidelines at all times.
28. Reports personal symptoms of suspected illness or contagious diseases to the Infection Control Nurse
29. Maintains a good public relation with the addiction treatment community and associates.
30. Demonstrates adherence to accepted ethical and behavioral standards of conduct.
31. Performs other duties as assigned by Supervisor

**CERTIFICATION OF RECEIPT AND UNDERSTANDING**

I hereby certify that I have reviewed a complete copy of my position description and workplace environment and understand my duties, responsibilities and workplace environment as described in the job description. I agree to perform the duties herein.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date