

**Denali Family Services
INTAKE COORDINATOR
Position Description**

Mission

Supporting children and families through individualized community based services.

Section I

Name:		Organization:	Denali Family Services
Job Title:	Intake Coordinator	Department:	Clinical Services
FLSA Status:	Overtime Eligible	Supervisor:	Clinical Director
Revision Date:	March 2016	Position Status:	Full-time
Position Locations:	Anchorage	OES Job Code:	21-1013

Section II

Summary Position Statement:

The Intake Coordinator will serve as the initial telephone contact for DFS referrals and coordinates the agency intake and discharge process from start to finish and perform various duties that are clerical in nature.

This position is responsible for observing policies, procedures and safeguards to protect the privacy of health information in compliance with the HIPAA Privacy (Privacy Rule).

Section III

Essential Functions of the Position:

- Chair and facilitate the Intake/ Discharge meeting.
- Monitor compliance with documentation requirements relating to the intake and discharge process (i.e. case records review and monitoring).
- Conduct periodic audits of clinical records to ensure compliance with all intake and discharge documentation standards.
- Participate in agency outreach efforts and community liaison activities.
- Screen potential consumers for SED criteria and applicability of agency services.

- Gathers treatment records from previous providers and staffs applications at intake/ discharge meeting.
- Coordinates foster care referrals and new placement updates.
- Maintain Harmony database by entering all referrals and enrolling consumer at time of intake.
- Serves as the initial telephone contact for DFS referrals.
- Generates applicable intake reports.
- Refer consumers to other community resources as needed.
- Review intake packet with consumers for maximum understanding of their rights and responsibilities.
- Collect consumer financial and coverage information to determine payment method.

Section IV

Other Duties & Responsibilities:

- Attend and participate in meetings, committees and trainings as assigned.
- Provide census and waitlist data.
- Provide transportation as needed
- Provide Family Therapeutic Behavioral Health Services, Individual Therapeutic Behavioral Health Services, Group Therapeutic Behavioral Health services on an as-needed basis
- Assist other departments as needed.
- Performs other duties as needed

Section V

Position Requirements:

Minimum Qualifications: A Bachelor's degree from an accredited college or university in social work, human services, psychology, or a closely related field and one (1) year of experience in human services or closely related field and/or environment.

Knowledge, Skills and Abilities:

- Must have excellent written and oral communication skills, sound judgment, therapeutic skills and the ability to accurately document events, provide detailed records for consumers and work with a multi-disciplinary team.
- Ability to maintain positive professional working relationships and to work effectively within a team environment.
- Organized, efficient, and able to manage multiple tasks simultaneously with attention to detail and accuracy.

- Excellent interpersonal communication skills and good written communication.
- Ability to ensure consumer and employee confidentiality as prescribed by agency policy and federal law
- Proficient with Microsoft applications and possess the ability to learn other software applications.
- Knowledge and understanding all agency protocol, policy, procedure, plans program requirements.
- Ability to act decisively and with fairness.
- Ability to read, speak and write in English Ability to pass a State and FBI background check in accordance with the State of Alaska Background Checking Unit.

Physical Requirements: Ability to perform sedentary work. Visual acuity necessary to utilize a computer monitor throughout the course of a normal workday. Ability to perform repetitive keyboarding activities and operate general office equipment. Ability to communicate verbally, both in person and over the telephone. Ability to drive personal vehicle for company business.

Working Conditions: Work is performed in a community mental health center.

Other Requirements: ability to obtain CPR and First Aid certification, continual proof of a valid Alaska Driver's License, maintain current personal vehicle insurance and registration on personal vehicle(s) used for company business, maintain a violation free driving record for the past year, maintain satisfactory criminal background record and be at least 21 years of age.

Disclaimer:

This Position Description reflects Denali Family Service's best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Position Description and understand the essential functions and qualifications of the job.

Signature: _____ Date: _____