



JOB DESCRIPTION

Title: Intake Specialist
Classification: Full-time/Exempt
Reports To: Program Manager

Overview

POWER's mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Intake Coordinator is primarily responsible for coordinating all referrals, conducting screenings and assessments, making referrals to the appropriate programs, and coordinating admissions and intakes.

Essential Duties and Responsibilities

- Communicate with current and potential referral sources in an effort to maintain positive, collaborative relationships and keep referral sources apprised of program openings.
- Receive and coordinate referrals, and complete and maintain Referral Log.
- Conduct telephone screening interviews to identify urgent and emergent needs and to determine drug and alcohol assessment needs. (Face-to-face screenings may be conducted for "walk-in" clients.)
- Based on screening, schedule client for level of care assessment with one of POWER's designated clinicians. Provide client with all relevant information about the assessment.
- As needed, conduct assessments, utilizing PCPC criteria, to determine the appropriate level of care. Based on an assessment, refer client to the appropriate treatment program and/or agency.
- Call client or send email reminder to confirm appointment date, time and location of assessment.
- Check client's Medical Assistance (MA) eligibility and/or other insurance or third-party payers and complete required authorization for care and request for payment.
- Prepare client records, including client paper charts and electronic medical records, to include completed documentation as required and necessary blank forms to facilitate the assessment and intake processes.
- Complete all paperwork required for invoicing for services, or enter necessary information into database/EMRs system for the fiscal department to adequately bill the funding source.
- Complete all outcomes paperwork and submit as required.
- If client does not keep assessment appointment, follow up with client by phone, mail or email; offer to reschedule the appointment.

- If client is admitted to one of POWER's programs as a result of the screening and assessment, help to coordinate the admission and intake to ensure a timely and smooth transition into treatment.
- If client is referred to a program of another agency, forward screening, assessment and PCPC Summary Sheet, and required consents, to the agency that the client is being referred to.
- Follow up with client within seven days of referral to assess process and client's satisfaction with adjusting to the program.
- Consult with supervisor and/or POWER's psychiatrist as needed.
- Be knowledgeable about other drug and alcohol treatment agencies and programs and maintain list of resources that can be shared with clients.
- Be knowledgeable about and remain in compliance with internal and external policies, procedures, regulations, and standards; including, for example, all of POWER's policies and procedures and Quality Assurance Plan, BDAP requirements, State Licensing standards, County Monitoring requirements, and managed care regulations.
- Complete paperwork requirements and maintain quality, up-to-date clinical records.
- Participate in all staff development and training as required.

Requirements

- Bachelor's Degree in Social Work, Counseling or related field, and a minimum of two (2) years of experience in a drug and alcohol setting. Associates degree in social work, counseling or related field, plus a minimum of four (4) years of experience in a drug and alcohol setting. CAC preferred for Bachelor's level candidate and required for Associate's-level candidates.
- Excellent interpersonal skills and demonstrated ability to effectively engage clients.
- Strong organizational and time-management skills.
- Very good written and verbal communication skills.
- Strong computer skills; preference to candidates with experience with EMRs.
- Personal recovery experience not required, however, knowledge of recovery, support systems and community resources preferred.
- Experience in a women-centered treatment environment or with gender-responsive care preferred.
- Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.
- Value for and ability to deliver excellent customer service.
- Valid PA driver's license.

- Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
- Understand and support a trauma informed system of care.
- Model and support clients and staff in health and wellness activities and with using healthy coping skills.
- Support organization’s mission with a sensitivity of cultural diversity and workplace harmony.
- Ability to secure Act 33 and 34 clearances.

Working Conditions

- Ability to work in POWER’s various program sites and offices.
- Ability to work flexible hours to meet the needs of the program and the clients served.
- Ability to work the hours required to complete the job.

Disclaimer

- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to do this job at any time.
- This job description reflects management’s assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.
- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

POWER is an equal opportunity employer and provider

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____