

Intake Specialist Job Description



TITLE: Intake Specialist
REPORTS TO: Adult Program Director

EXEMPT/NON-EXEMPT: Exempt
REVISION DATE: 07/01/2019

SUMMARY OF POSITION: The Intake Specialist will collaborate with other mental health professionals and Program Managers to ensure that clients are receiving consistent quality mental health care and DMH access to care requirements are met. The Intake Specialist collects, organizes, routes, tracks, and inputs data into Service Request Tracking System (SRTS).

DUTIES AND RESPONSIBILITIES:

1. Manage the Officer of the Day (OD) desk by ensuring all slots are filled to triage incoming calls and walk-ins including availability to receive calls & walk-ins.
2. Ensure all calls are triaged and completed in a timely manner as required by DMH access to care.
3. Assign MH Triage to all therapists to ensure full caseloads and work collaborating with Program Managers.
4. Expected to complete intakes to maintain service delivery expectations.
5. Ensure data entries in SharePoint tracking logs & SRTS.
6. Provide MH Triage status reports for each client, as changes occur during the completion of the Triage form process, to referral sources, and enter data immediately in appropriate tracking logs.
7. Monitor and update wait list by regular calls to verify that clients choose to remain on wait list, ensuring DMH access to care.
8. Monitor and maintain Notice of Action forms.
9. Flexible and responsive to regular changes and additions to various procedures of programs, including completing intakes when needed.
10. Collaborate with Program Director and Program Managers for all and any program needs.
11. Other duties as assigned.

MINIMUM JOB REQUIREMENTS:

1. MA/MSW and registered with BBS
2. 2 years experience working with adults, children, or families.
3. Bilingual (English/Spanish) required.

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KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Excellent verbal and written communication skills.
2. Knowledge of DMH systems of care.
3. Ability to maintain confidentiality of records and information.
4. Experience working with multiethnic/racial clients and communities.
5. Computer skills using Excel spreadsheets.

WORKING CONDITIONS AND PHYSICAL EFFORT:

1. Work is normally performed in a typical interior/office work environment.
2. Limited physical effort required.
3. Work environment involves minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals.
4. All employees, regardless of position, serve as role models for the clients who are served by our agency. Therefore, each employee must always be emotionally stable and able to function effectively with children, adolescents, and adults who may have mental or behavioral health problems. The staff must be able to demonstrate appropriate daily behavior, appropriate expression of emotions, as well as appropriate role modeling. Hostility, verbal aggression, unnecessary or inappropriate physical actions, and inappropriate emotional expression are not acceptable.