

*Intake/C.A.R.E. Specialist*

***Status:*** Full-Time

***Reports to:*** Director, The C.A.R.E. Center

***Supervises:*** N/A

***Qualifications:*** High School Diploma, Certified Nursing Assistant, and Administrative Assistant Experience

***Skills/Knowledge Required:***

1. Registered with the State of Wisconsin Registry for Nursing Assistants/Home Health Aides to be eligible for employment in the basic provider settings plus federally certified home health agencies and hospices or three years related experience.
2. Experience in basic data entry helpful.
3. Interpersonal and communication skills sufficient to interact effectively with interdisciplinary health team members and consumers.
4. Ability to work flexible hours to meet client needs.
* Knowledge in the dynamics of child abuse/neglect and its effects on victims and other family members.
* Ability to comfortably work in situations that may be potentially confrontational.
* Ability to communicate effectively both verbally and in writing.
* Crisis management experience.

***Tasks & Responsibilities:***

Intake Specialist

1. Greets clients and families and directs them to appropriate waiting area. Verifies appointment and notifies staff of client arrival. Directs clients and families to exam room at designated time.
2. Maintains client schedules for new client visits, diagnostic testing and follow-up visits through use of the computerized scheduling system. This includes, but is not limited to, appointments, wait list management, rescheduled list and cancelled appointments.
3. Assist in the coordination and scheduling of forensic interviewers.
4. Collect intake information, assessing the appropriateness of referrals.
5. Assist in the gathering of demographic and statistical information as needed.
6. Serves as client/family advocate.
7. Provides clerical and secretarial support for The C.A.R.E. Center as needed.
8. Responsible for children in waiting room
9. Responsible for other specific duties within The C.A.R.E. Center as assigned.
10. Displays behaviors that enhance the image of Family Service and Children's Hospital of Wisconsin.

Care/Medical Component

1. Understands and satisfies the needs of the neonatal, infant, toddler, pre-school, school-age, adolescent and/or adult patient in regards to their growth and development process.
2. Assists with direct client care. Obtains heights, weights, vital signs, specimens and assists with procedures as directed by medical provider.
3. Performs order entry, charge entry and diagnosis coding through use of the Clinical Information System

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1. Orders and maintains supplies and equipment. Cleans equipment after use and returns to Central Supply when appropriate. Assures that quantity of supplies is adequate and appropriate for the needs of The C.A.R.E. Center on a weekly basis.
2. Prepares exam rooms for each client. Cleans exam rooms between patients.
3. Maintains a clean and safe environment within The C.A.R.E. Center. Assures that hallways and doors are free of equipment and supplies.
4. Delivers specimens and supplies to other departments as requested by physician at The C.A.R.E. Center.
5. Transports stable clients to designated areas of The C.A.R.E. Center.
6. Reports any observations made of clients/families to the medical provider.
7. Assures that equipment needed for client care is available at all times. Reports any deficiencies or unsafe equipment to the medical provider and/or Children's Hospital of Wisconsin.
8. Responds to emergency Code 7 situations for assignments.

***Qualifications***

* To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Education and/or Experience***

* Requires a minimum education generally equivalent to a high school degree, certification as a certified nursing assistant with administrative assistant experience.

***Language Skills***

* Ability to read and interpret documents such as safety rules, instructions and procedure manuals. Ability to write routine correspondence. Ability to speak effectively before groups of clients or employees of the organization.

***Mathematical Skills***

* Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to deal with problems involving a few concrete variables in standardized situations.

***Reasoning Ability***

* Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving several concrete variables in standardized situations.

***Physical Demands***

* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or touch objects. The employee is occasionally required to stand; walk; sit; reach above shoulders; climb or balance; and stoop, kneel,

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or crouch. The employee must occasionally lift and/or move up to 25 pounds when stocking office supplies. Specific vision abilities required by the job include close vision and peripheral vision.

***Work Environment***

* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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| Employee Acknowledgment |  | Date: |  |
| The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation. |