

*Intake Coordinator*

***Status:*** Full Time

***Reports to:*** Mental Health Clinic Manager

***Supervises:*** N/A

***Qualifications:*** High school diploma and prior experience.

***Skills/Knowledge Required:***

* Capacity to work cooperatively and independently.
* Proficient in MS Office and data base programs.
* Excellent written and verbal communication skills.
* Friendly, Outgoing personality, professional demeanor in person and on the phone.
* Must be detail oriented, have excellent organizational skills, the ability to multi-task and be flexible
* Ability to work well with a wide range of personality types as a part of a team and independently.
* Ability to problem solve in a fast-paced office environment.
* Familiarity with community resources and offerings for referral purposes.

***Tasks & Responsibilities:***

* Represent the agency in a friendly, professional manner
* Assist staff and clients to achieve efficient office operations
* Developing knowledge of our system and providers to most effectively link clients to treatment
* Answer inquiries for clients requesting behavioral health treatment
* Screening potential clients by gathering demographic and clinical information to link clients to providers in the agency
* Obtain Mental Health phone intake information
* Maintain client confidentiality
* Prepare intake forms/charts for clients
* Verify completion of intake documents prior to client appointment
* Confirm guardianship and work with case workers to obtain parental consent
* Input client information into data base.
* Cover front office in the absence of the front office administrative staff at the Main office
* Maintain positive and cooperative working relationships with agency staff
* Field phone calls from clients and parties wishing to obtain information about CPFV classes, requirements for enrollment, registrations, fees, and program services, etc
* Field phone calls from clients and parties wishing to obtain information about Peaceful Families
* Obtain Mental Health and CPFV phone intake information, give to the therapist, CPFV Assistant and Insurance Specialist for authorization
* Maintain client waitlist
* Participate in agency meetings as needed
* Other tasks and responsibilities as assigned by supervisor