



**Position:** Intake Coordinator  
**Status:** Non-Exempt; Full-time  
**Reports to:** Intake Supervisor

## POSITION DESCRIPTION

The Intake Coordinator completes the initial contact interview with pregnant women and parents of infants who were screened for or referred to Healthy Start and/or the Coordinated Intake and Referral (CI&R) unit. Through the initial contact, the Intake Coordinator will determine program eligibility and the need for further services based on the interview. The Intake Coordinator will process Healthy Start pre- and post-natal risk screens and community referrals received from the local health department in Broward County, including women with SOBRA Medicaid. Approximately 10-12K clients will come through CI&R on an annual basis. The majority of the work will be performed telephonically, with a small home visitation component. Must observe HIPAA guidelines and maintain the confidentiality of information.

Healthy Start also offers a home visiting program that provides direct, risk-based services to pregnant women and infants that address issues such as maternal and child health care, positive parenting practices, family planning, dealing with stress, safe home environments, access to services or other community resources, and more. Intervention services are provided in client homes, clinic, and at various community locations, and by telephone. Healthy Start funding is provided by the Florida Department of Health (FDOH) and the Agency for Healthcare Administration (AHCA) via the Healthy Start MomCare Network (Network).

## PRINCIPAL DUTIES:

### Client Contact:

- Initiate and complete initial client contact, within the specified program timeframes and guidelines, based on information provided on the prenatal screen, infant screen, or referral.
- Ensures that all clients' records are accurate, current and updated on a regular basis.
- Determine and designate a "Program Eligibility" based on the information provided by the client during the initial contact interview and take appropriate actions (e.g., either refer the case to the appropriate program or close the case) based on these findings.
- Provide referral information to educate and improve client's knowledge and understanding of available community resources and services that support the well-being of women during pregnancy and/or during child's infancy (e.g., WIC, food banks, housing, mental health service, etc.). The referrals or information provided should be based on the risks identified through the prenatal or infant screen and/or the initial contact interview.
- Ensure referrals, as well as closures, have been appropriately linked and documented within the database system and agency data function.
- Ensure required efforts are made when attempting to reach clients, as stated in the program's guidelines. These efforts may include driving to the clients home to make a final attempt to contact client prior to closing the case due to unsuccessful attempts in reaching the client.
- Follow appropriate telephone etiquette when answering incoming calls, when leaving messages (e.g., identify yourself and program, speak clearly when leaving messages, etc.) and or taking messages accurately by verifying callers information.
- Develop and maintain a comprehensive understanding of maternal/child health issues that are deemed risk factors during pregnancy and early childhood.

### Documentation:

- Generate necessary correspondence in compliance with program guidelines of expected communications with clients and providers.
- Responsible for maintaining established quantity and quality standards.
- Professional work documentation and time management skills.

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- Develop and maintain good working knowledge of the Well Family System and State of Florida Healthy Start Standards and Guidelines.
- Ensure referrals, as well as closures, have been appropriately linked and documented within the database system and agency data function.
- Prepare and submit appropriate administrative reports, accurately and on a timely basis (e.g., caseload reports, timesheets, mileage reports, etc.).

### **Service Excellence:**

- Establish and maintain positive and cooperative working relationships.
- Excellent customer services skills
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining BHSC's high-quality service standards.
- Incumbent is required to be flexible in providing needed coverage for other designated locations.
- Attention to Detail and demonstrate the ability to multitask
- Demonstrate the ability to maintain control, evaluate what needs to be done to minimize the stresses of working under pressure and meet deadlines.

### **Additional Duties:**

- Participate in trainings, supervision and team meetings, as requested.
- Abide by all BHSC policies and standards of conduct.
- Perform other duties as assigned.

### **KNOWLEDGE, SKILL AND PHYSICAL REQUIREMENTS**

- Minimum BA/BS in human services, social sciences, social work, nursing, health education, health planning, healthcare administration, or related field in an accredited program, or; AA/AS with three years of public health/community development experience.
- Manage a caseload; organize and prioritize work assignments; make decisions utilizing independent judgment; determine the appropriate course of action in urgent or stressful situations, and recognize reportable events.
- Minimum of 3 years of experience in the maternal child or human services.
- Knowledge of maternal/child issues and community resources.
- Healthy Start program experience preferred, but not required.
- Ability to interface effectively with a diverse population.
- Professional communication, documentation and time management skills.
- Must communicate effectively both verbally and in writing.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.
- Must have a valid Florida driver's license with reliable transportation and a good driving record.
- Bilingual a plus; English, Spanish preferred.
- Ability to be flexible with regards to work location and work schedule, occasionally including evenings or weekends outside of normal business hours, based on business needs.

### **SALARY**

Starting salary range is \$35K to \$40K annually. The Coalition offers an attractive benefits package that includes paid employee health insurance, paid annual and sick leave, and employer contribution to 403B after the waiting period.

### **APPLICATION PROCESS**

Email resume, cover letter and salary requirements to [careers@browardhsc.org](mailto:careers@browardhsc.org)

Open until positions are filled. Please direct all questions pertaining to this position to [careers@browardhsc.org](mailto:careers@browardhsc.org).

**Broward Healthy Start Coalition, Inc. requires all new hires pass a criminal background check prior to being hired. We are an Equal Opportunity Employer.**