



**Position:** Intake Assistant

**Status:** Non-Exempt; Full-time

**Reports to:** Intake Supervisor

### **POSITION DESCRIPTION**

The Intake Assistant processes a high volume of prenatal and infant risk screens and referrals coming into the Coordinated Intake and Referral (CI&R) unit. Provides clerical support to the Intake Supervisor and Coordinators by processing documents and information in a fast-paced environment. Must observe HIPAA guidelines and maintain the confidentiality of information. Approximately 15-20K clients will come through CI&R on an annual basis. Must follow HIPAA guidelines and maintain the confidentiality of information.

### **PRINCIPAL DUTIES**

#### **Records Processing:**

- Enter all client information from prenatal and infant screens or referral into the computer accurately and on a timely basis.
- Performs a search of Well Family System (WFS) on each new screen or referral coming into CI&R to verify if the client is already in the system to prevent duplication of contact attempt efforts and services.
- Perform a quality assurance review of each case processed; The intake assistant ensures compliance prior to closure.
- Develop and maintain a good working knowledge of the program's electronic record system and Florida Healthy Start Standards and Guidelines.
- Prepare and submit appropriate administrative reports accurately and timely (e.g., case closure reports, timesheets, logs, etc.).
- Call clients to follow up and refer to another home visitation program and/or support and wraparound services
- Complete and document intakes as needed

#### **Record Management:**

- Set up and maintenance of the CI&R administrative files.
- Prepare client files and document on a timely basis and following program guidelines, actions taken.
- Monitor and organize paperwork received, including cross-referencing e-mail notifications from CI&R Intake Coordinators.
- Perform data entry of returned mail from the post office and submit to the Intake Coordinators.

#### **Clerical Functions:**

- Prepare and mail client and medical providers' letters accurately and on a timely basis, as needed.
- Perform other duties as assigned.

## Service Excellence

- Follow a positive attitude and telephone etiquette when answering incoming calls, when leaving messages (e.g., identify yourself, speak clearly when leaving messages, etc.), and or taking messages.
- Contribute to a healthy work environment with the Coalition staff, CI&R staff, HS providers, and community partners. Establishing and maintaining positive and cooperative working relationships practicing respectful communication.
- Demonstrate commitment to maintaining Coalition's high-quality service standards.

## Additional Duties

- Participate in training, 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

- BS or Associate degree in social work, human services, or related field in an accredited program.
- Experience in maternal/child or human services preferred
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and the internet
- Ability to be flexible regarding work location and work schedule, occasionally including evenings or weekends outside of regular business hours, based on business needs.
- Knowledge of community resources
- Bilingual a plus; Spanish speaker or Creole preferred.

Starting salary range is 33k to 36k based annually. The Coalition offers an attractive benefits package that includes paid health insurance, paid annual and sick leave, and employer contribution to 403B after the waiting period.

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

## ACKNOWLEDGMENT:

This is to certify that I have read and understood my job description, and it has been discussed with me by the supervisor. I have been provided the opportunity to ask questions, they have been answered to my satisfaction, and I agree to perform the duties outlined in my job description.

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_