

**Position: Intake Assistant**

**Reports to: CONNECT Intake Supervisor**

**Status: Non-Exempt/Full-Time**

Broward Healthy Start Coalition, Inc., (Coalition) is a nonprofit 501(c) 3 corporation located in Fort Lauderdale, Florida that leads a cooperative community effort to reduce fetal and infant mortality and improve the health and developmental outcomes of infants, childbearing women, and their families in Broward County.

**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

**PRIMARY 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.
* Process low-risk screens, as assigned, by generating necessary correspondence (e.g., client letters, provider feedback letters, etc.), in compliance with program guidelines.
* 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 on a timely basis (e.g., caseload reports, timesheets, logs, etc.).
* Complete and document intakes as needed.

**Record Management:**

* Set up and maintenance of 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 email 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 letters, accurately and on a timely basis, as needed.
* Obtain, sort, and distribute incoming mail.
* Order and maintain sufficient stock of office supplies needed for the program to run efficiently.
* Assist with bulk mail, daily mailing with postage meter, and ensure ink and funds are adequate.
* Manage funds and fees for Bulk Mail and Business Reply accounts with USPS and ensure sufficient funds available. Report monthly usage to Finance Department and Program Manager.
* Daily retrieval of incoming program mail and respond to all correspondence not requiring others’ attention.
* Perform other duties as assigned.

**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.
* Attention to Detail and demonstrate the ability to multitask
* Demonstrate the ability to maintain control and evaluate what needs to be done to minimize the stresses of working under pressure and meeting deadlines.

**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.

**EDUCATIONAL REQUIREMENTS AND EXPERIENCE**

Minimum BS or Associate degree in social work, human services, or related field in an accredited program.

**Knowledge, SkillS, and Requirements**.

Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and the internet.

Ability to interface effectively with a diverse population.

Professional communication, documentation, and time management skills.

Must communicate effectively both verbally and in writing.

Must have a valid Florida driver’s license with reliable transportation and a good driving record.

Ability to be flexible regarding work location and work schedule, occasionally including evenings or weekends outside of regular business hours, based on business needs.

Bilingual a plus.

**SALARY**

The salary range is $33K to $35K annually. Full-time position, Monday through Friday. Compensation is commensurate with qualifications and experience The Coalition offers an attractive benefits package that includes paid health/dental/vision insurance, short term and long-term disability insurance, life insurance, paid annual and sick leave, employer contribution to 403B after three month waiting period. Mileage reimbursement for local work travel is provided.

**Broward Healthy Start Coalition, Inc. requires all new hires to pass a local and national Level 2 criminal background check prior to being hired. We are an Equal Opportunity Drug Free Workplace Employer.**