

**Position: Intake Coordinator**

**Reports to: 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 Coordinator is primarily responsible for completing the initial contact interview with pregnant women and parents of infants screened for or referred to Healthy Start 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 from the local health department in Broward County, including women with SOBRA Medicaid. Approximately 10,000-12,000 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.

**PRIMARY DUTIES**

**Client Contact:**

* Initiate and complete initial client contact within the specified program timeframes and guidelines based on the prenatal screen, infant screen, or referral information.
* Ensures that all clients’ records are accurate, current, and updated regularly.
* 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 the client’s knowledge and understanding of available community resources and services that support the well-being of women during pregnancy 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 prenatal or infant screen risks or the initial contact interview.
* Ensure referrals and 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 client’s home to make a final attempt to contact the client before closing the case due to unsuccessful attempts to reach 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 taking messages accurately by verifying the caller’s information.
* Develop and maintain a comprehensive understanding of maternal/child health issues 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 the established quantity and quality standards.
* Professional work documentation and time management skills.
* Develop and maintain an excellent working knowledge of the Well Family System and State of Florida Healthy Start Standards and Guidelines.
* Ensure referrals and 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.
* The 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 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 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.

Minimum of 3 years of experience in maternal-child or human services

**Knowledge, SkillS, and Requirements**.

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.

Knowledge of maternal/child issues and community resources.

Healthy Start program experience is 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 the 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 regarding work location and work schedule, occasionally including evenings or weekends outside of regular business hours, based on business needs.

**SALARY**

Starting salary range is $35K to $40K 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.

**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.**