



**Position:** Intake Supervisor  
**Reports to:** Manager of Programs  
**Status:** 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**

This position will serve as Intake Supervisor of the telephonic Coordinated Intake and Referral (CI&R) unit and will be responsible for staff supervision and operation of the Healthy Start (HS) Intake process. The CI&R unit will process Healthy Start pre- and post-natal risk screens and community referrals received from the local health department in Broward County, and women with SOBRA Medicaid. Approximately 20-22K clients will come through CI&R on an annual basis. The majority of the work will be performed telephonically. 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).

### **PRIMARY DUTIES**

#### **HS Screen Processing and Record Management:**

- Ensure screens and community referrals are reviewed and assigned in a timely manner.
- Troubleshoot screens and/or referrals to avoid duplication and timely assignment of cases.
- Review and ensure compliance with productivity standards by reviewing and recommending adjustments as needed to staff's schedules and reviewing the accuracy of weekly caseload reports.
- Demonstrate the ability to maintain control, evaluate what needs to be done and execute a well-organized plan can greatly minimize the stresses of working under pressure and even improve your effectiveness when deadlines need to be met.

**Staff Supervision:**

- Schedule and document monthly supervision with designated staff and provide feedback that promotes agency’s strength-based management philosophy.
- Continuously assess staff’s ability to manage their time appropriately and provide strategies to maximize services to clients.
- Provide staff with the information, technology and reference materials necessary to perform their jobs and maximize opportunities for staff development.
- Schedule intake unit meetings, as needed, to foster positive and accurate communication of agency and program information, events, policies, and procedures.
- Participate in staff interviewing, hiring and termination processes and implement performance improvement plans, as needed, in consultation with Human Resources.
- Performing the quality assurance of intake completion, documentation, and activities. It includes reviewing the intake documentation content for accuracy, consistency to assure contract compliance.
- Monitor the intake closure process for accuracy and compliance.
- Monitor Interconceptional care counseling (ICC) process and goal compliance.
- Manage staff performance and coach staff members in a manner that maximizes their potential.

**Administrative:**

- Participate in CI&R Statewide Learning Community, Webinars, Meetings
- Attend and assist with the CI&R Advisory meetings that include keeping minutes, creating agendas and appointments with email reminders.
- Investigate and respond to clients regarding any complaints and/or concerns they present.
- Develop and maintain good working knowledge of Florida’s Healthy Start Standards and Guidelines, Well Family System (WFS) and community resources.
- Provide new staff members with appropriate orientation and train or arrange for adequate training for new and existing unit staff.
- Manage a quality control effort that continuously assesses the consistency among various reports (e.g., schedule, caseload report and WFS report) and the performance of each staff member.
- Review and approve various reports (e.g., timesheets, mileage reports, caseload reports, etc.) to ensure timely submission and accuracy of information provided.
- Review and approve staff time off requests in a manner that ensures appropriate coverage is available to meet client and organizational needs.
- Complete staff annual performance reviews in a timely manner.

**Service Excellence:**

- Collaborate with other supervisors to determine or identify best practices, resolve issues among intake units, and support units when staffing challenges arise.
- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive staff relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining high-quality service standards.
- Abide by and enforce all agency policies and standards of conduct.

Supervisor – Healthy Start Intake Unit

- Adhere to HIPPA guidelines.
- 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.

Minimum of 3 years of experience in maternal/child or human services with a minimum of 2 years supervisory experience.

**KNOWLEDGE, SKILLS, AND REQUIREMENTS**

- 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.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.
- 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 \$55K to \$62K 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 90 days waiting period.

**Broward Healthy Start Coalition, Inc. requires all new hires 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: \_\_\_\_\_