



**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. Most of the work will be performed telephonically, with a small home visitation component. Must observe HIPAA guidelines and maintain the confidentiality of information.

### **ESSENTIAL FUNCTIONS**

#### **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 information 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:**

- Documentation of services provided in the client record within 48 hours.
- Adherence to Connect documentation quality assurance standards.
- 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.
- Prepare and submit appropriate administrative reports accurately and on a timely basis (e.g., caseload reports, timesheets, mileage reports, etc.).

**NON-ESSENTIAL FUNCTIONS**

- Complete and upload referrals to wraparound support and services in the Well Family System
- Generate necessary correspondence in compliance with program guidelines of expected communications with clients and providers.
- Contact other agencies to follow up on referrals.

**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.

## **SCHEDULE**

Remote days are scheduled in collaboration with Supervisor and Director to ensure coverage of operations from Monday to Friday 8am-5pm.

Special events like all staff meetings or office celebrations are in-person requirements - productivity requirements are modified on days of required office meetings or celebrations.

Participation is required for two (2) weekday events per year for a maximum of 2 hours per event. Participation in a weekend event is voluntary and not required.

## **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.

Experience in maternal-child or human services preferred.

Child Health and case management experience preferred.

Knowledge of community resources.

Observance of HIPAA guidelines and patient confidentiality.

## **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, or Creole 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.

Must reside in Broward, Miami-Dade or Palm Beach County.

## **PHYSICAL DEMANDS**

Must be able to sit for extended amount of time.

Must be able to bend and stoop.

Frequent use of keyboard and telephone.

Occasional lifting up to 25 pounds

**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: \_\_\_\_\_