



**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. Intake assistants process case closures, ICC, community referrals, medical provider and clients' letters, and other clerical information. CIR is a system that connects pregnant women, Interconceptional women, and families of children under the age of three to services to offset risk factors that may lead to poor pregnancy and/or developmental outcomes. The CI&R unit processes Healthy Start prenatal and postnatal screens and referrals from various agencies in Broward County and SOBRA Medicaid. Approximately 20,000-24,000 referrals are expected to come through CI&R annually.

### **PRIMARY DUTIES**

- Performs a search of the Well Family System (WFS) on each new screen or referral entering CI&R to verify if the client is already in the system, preventing duplication of contact attempt efforts and services.
- Perform a quality assurance review; The intake assistant ensures compliance before closure.
- Develop a comprehensive understanding of Florida's Healthy Start Standards and Guidelines, WFS, CI&R operational policies and procedures, and community resources.
- Process case closure for unable to locate, ready to close, and return to CI&R lists.
- Process Medicaid claims as needed.
- Participates in CI&R Statewide Learning Community and Webinars to ensure HS-CIR processes align with the HSSG statewide and comply with the Network HSMN contract guidelines.
- Complete ICCs and document responses in the WFS
- Process WIC referrals and searches and document in a timely manner.
- Process Medical provider letters and follow up accordingly
- Assist with investigating and responding to case inquiries from HS providers, home visitation programs, and clients' complaints and/or concerns.
- Complete Intakes (a minimum of 15 intakes per month). Intake documentation within 24 hours.
- Assist with community referrals, tracking, and ensure smooth transition to services
- Provide training to new hires as needed.
- Participate in training, supervision, and team meetings as requested.
- Responsible for sending materials and surveys to clients
- Complete JotForm's as needed
- Process and fax medical provider letters
- Cover during staff absences
- Abide by all BHSC policies and standards of conduct.
- Any other duties as designated by the supervisor.



## **EDUCATIONAL REQUIREMENTS AND EXPERIENCE**

- A bachelor's or associate degree in human services, social sciences, social work, nursing, health education, health planning, healthcare administration, or related fields is preferred, with at least 3 years of experience in community health or social services.
- High school degree if the applicant has experience with the Healthy Start or Connect processes.

## **QUALIFICATIONS**

- Ability to interface effectively with a diverse population.
- Professional communication, documentation, and time management skills.
- Strong computer skills, proficiency in Microsoft Office (Excel, Word, Outlook), and internet experience.
- Ability to be flexible about work location and schedule. Periodically requiring evenings or weekends beyond standard business hours, as necessary.
- Regular in-office attendance is an essential function of the job
- Must reside in the Tri-County area. (Broward, Palm Beach, Miami-Dade).

## **PHYSICAL DEMANDS**

- Ability to remain seated for prolonged periods is required.
- The capability to bend and stoop is necessary.
- Regular use of a keyboard and telephone is expected.
- Occasional lifting of items weighing up to twenty-five (25) pounds is required.

**Remote Workdays:** Remote work must be coordinated in advance with both the Supervisor and the Director to ensure adequate operational coverage.

**Availability:** All staff are expected to be available and responsive for required interactions, including all-staff events, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

**Community Outreach:** Participation in a minimum of two (2) community outreach events per year is required. These events may be scheduled on weekdays or weekends.

## **SALARY:**

Salary range \$37,000-\$42,500.

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