



Position: Intake Coordinator
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 community-wide 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 conducting the initial contact interview with pregnant women and parents of infants who have been 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. Provide referrals and linkages to the most appropriate home visitation and support services. 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

- Conduct a comprehensive, in-depth search of the Well Family System (WFS) for each new client to prevent case duplication. Review the accuracy of referrals received and clarify missing or unclear information.
- 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 relevant 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 a child's infancy (e.g., WIC, food banks, housing, mental health services, etc.). The information should be based on prenatal or infant screening risks or the initial contact interview.
- Ensure required efforts are made when reaching 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, leaving messages (e.g., identify yourself and the program, speak clearly when leaving messages), and taking messages accurately by verifying the caller's information.
- Develop and maintain a comprehensive understanding of maternal and child health issues identified as risk factors during pregnancy and early childhood.
-



- Develop a comprehensive understanding of Florida's Healthy Start Standards and Guidelines, WFS, CI&R operational policies and procedures, and community resources.
- Participates in CI&R Statewide Learning Community, Webinars, and meetings to ensure HS-CIR processes align with the HSSG statewide and comply with the Network HSMN contract guidelines.
- Assist with investigating and responding to case inquiries from HS providers, home visitation programs, and clients' complaints and/or concerns.
- Participate in training, supervision, and team meetings as requested.
- Document services provided in the client record within 24 hours.
- Complete Intakes (a minimum of 95 intakes per month that total 285 per quarter)
- Reports with Medical Provider Letters, WIC referrals, and phone search
- Responsible for ensuring materials and surveys are sent to clients
- 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.
- Experience with the Healthy Start program is preferred but not required.

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).

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.

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.

SALARY:

Range \$40,000-\$47,000 annually.

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