

Intake Coordinator

Reports To:	Senor Director, Community Mental Health Hub
Department:	Mental Health Hub
Supervises:	N/A
FLSA Classification:	Non-Exempt
Salary:	\$25 Hourly
Date Updated:	May 2023

Job Description

Summary/objective

The Intake Coordinator plays a key role in making sure that all clients who connect with the Mental Health Hub have a smooth, welcoming, and supportive experience. The Intake Coordinator works closely with all members of the Mental Health Hub team – including the medical biller, clinical director, clinicians, community navigators, and the senior director – to ensure that every client is connected to appropriate services.

Key Responsibilities:

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Maintain a smooth and efficient client intake process, ensuring that clients receive appropriate support in completing all necessary paperwork, including financial and billing worksheets.
- Provide exceptional customer service, ensuring a positive intake experience for all clients
- Provide information about insurance options to clients as appropriate
- Work with medical biller to verify clients' insurance eligibility and coverage
- Process co-payments and other financial transactions for services
- Help clients navigate the Hub's online patient portal to check in, complete paperwork, and more.
- Ensure accurate data entry into the Hub's Electronic Health Records System

- Work with Clinical Director to connect clients with appropriate onsite services
- Work with Clinical Director and Community Navigators to assist clients with offsite referrals and recommendations as appropriate and directed.
- Maintain compliance with HIPAA and other record-keeping and confidentiality requirements
- Respond promptly to inbound phone inquiries related to mental health services
- Perform and document initial clinical screenings in order to assist the Clinical Director with assignment of appropriate services.
- Work with Hanna Business Office to accurately report revenues received
- Ensure that Community Navigators are regularly updated on services and programs available at the Hub
- Collaborate with Community Navigators to stay up to date on community needs and interests in services and programs

Essential Skills and Qualities:

- Patience, empathy, and flexibility
- Affinity for customer service
- Ability to handle sensitive information with conscientiousness and respect
- Demonstrate a high level of attention to detail
- Comfortable in fast-paced environments
- Robust organizational and time management skills
- Exemplary verbal and written communication and listening skills in both English and Spanish
- High level of personal integrity and professionalism
- Understanding of filing systems and management
- Ability to work with a multidisciplinary team
- Ability to meet people where they are and provide person-centered services
- Bilingual Spanish-English required

Core Competencies:

- Crisis management
- General computer literacy

- Office management best practices
- Customer service

Technical competencies:

- Willingness to learn new computer programs, including an EHR
- File management
- Microsoft applications
- Using phone functionalities like holds, transfers, and management of multiple simultaneous calls

Experience:

- No prior experience is necessary
- Some training or education in a field related to mental health and/or social work is encouraged

Physical Requirements:

- Must complete Mandated Child Abuse Reporter Training, Ethical standards training
- Must pass background check
- Must pass pre-employment drug screening and TB test
- Lift and/or carry up to 20 lbs. (occasionally)
- Required to bend, squat, stoop, and walk stairs

Hanna is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice
