

CLINICAL INTAKE COORDINATOR

Description:

The Intake Service Coordinator (CIC) conducts first-engagement welcome calls and modified bio-psychosocial assessments to incoming clients of the organization. The Clinical Intake Coordinator will complete intake calls with the purpose of welcoming the client to gain a holistic view of the client's current situation using a contemporary bio-psycho-social model of mental health based on CARF requirements. Intake Services involves 6 distinct activities: engagement of the client, assessment of needs, linkage with resources, introduction to appropriate programs and services within the organization, client psychoeducation and crisis intervention.

- Assist with scheduling of appointments, obtaining financial and insurance benefit information, and informing new clients of critical information prior to first appointment.
- Conduct brief clinical interviews with prospective clients to identify the reason for seeking treatment.
- Collect information that includes but is not limited to their history, clinical information from the individual/family, physical and mental condition.
- Formulate a diagnostic impression, make recommendations regarding appropriate level of care, reason for seeking treatment and determine whether the organization can provide services suited to the client's condition.
- Designate routing for intake/program assignments
- Coordinate intake services based upon client insurance information and verification.
- Determine client financial plan, eligibility for financial assistance, and educate client on service fees, insurance benefits and restrictions including co-payments, deductibles, pre-existing clauses, etc.
- Perform initial clinical record data entry by initiating new client charts.
- Maintains the client waiting list as necessary. Regularly updates referral and the referral source of individual's status on the waiting list.
- Completes and submits all clinical and demographic intake information needed for paper files or any EHR that the organization may implement and for activation in the billing system.
- Ensures the mailing of admission letters to new clients and follow-up surveys to all discharged members.
- Participates in meetings to remain up to date on all organizational changes that may affect services available to new referrals.
- Reviews outcome information and makes recommendations as appropriate.
- Provide crisis assessments for all walk-in clients experiencing emotional distress or other crises.
- Coordinate with families, probation officers, police, doctors, and other interested parties to exchange necessary information during the intake and treatment process.
- Maintain confidentiality of records and information related to clients and their treatments.
- Utilize the resource manual as well as exhibit efficiency utilizing web-search engines to review and provide client specific resources.
- Track client follow-up and clinical outcomes that are documented in the client file.
- Document in person and telephone encounters in the file and use the system to identify and reengage clients who may be lost or no-shows to follow-up.

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Minimum/Preferred Qualifications:

- Bachelor's degree in the areas of psychology, sociology, criminal justice, or social work.
- Two years' experience working with client population in a similar setting with a particular emphasis on chemical dependency and mental health interface.
- Knowledgeable and competent in Microsoft Word and Excel; create graphs using statistical data.
- Effective verbal and written communication skills.
- Valid MD Driver's License, and good driving record.
- Fingerprint clearance, and pass drug test, physical exam, and clear TB test

Preferred Skills & Competencies

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- Two years' experience working with client population in a similar setting with a particular emphasis on chemical dependency and mental health interface.
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Physical & Environmental Requirements:

- The position may require you to occasionally stoop, kneel or crouch.
- Must be able to occasionally lift 10-15 lbs.
- This position requires that the employee sit for 5-8 hours and stand for 2-3 hours.
- Must be able to follow all safety rules related to treatment