



Position: Intake Specialist

Classification: Full-time, salaried

Position Summary:

Coordinated Intake and Referral (CI&R) is the primary point of entry for various community home visiting, care coordination, and support services. Through CI&R clients are contacted, assessed, provided brief education and information, and referred to home visiting programs and other community services.

This position completes the initial intake interview with pregnant women and parents of infants who were screened for or referred to CI&R by a health care provider, a community service provider, or through self-referral and assist in selecting a home visitation service based on needs and preferences.

This position will work from Healthy Start pre- and post-natal risk screens and community referrals received from the local health department and other referral sources. Work will primarily be performed telephonically. The Intake Specialist must observe HIPAA guidelines and maintain the confidentiality of information.

Intake Specialist Job Responsibilities and Duties:

- Initiate and complete initial client intake, within the specified program timeframes and guidelines, based on information provided on the prenatal screen, infant screen, or referral.
- Ensures that all client records are accurate, current and updated on a regular basis.
- Determine and designate a Program Eligibility based on the information provided by the client during the initial intake interview and take appropriate actions (e.g., either refer the case to a home visitation program, wraparound services, or other appropriate program based on client intake) based on these findings.
- Provide referral information to educate and improve client knowledge and understanding of available community resources, as well as link clients to services that support the well-being of women during pregnancy and/or during child's infancy (e.g., WIC, food banks, housing, mental health service, etc.).
- The referrals or information provided should be based on the risks identified through the prenatal or infant screen and/or the initial contact interview. Intake Specialist may facilitate the referral process, to ensure client is connected.
- Ensure referrals, as well as closures, have been appropriately linked and documented within the database system.
- Ensure required efforts are made when attempting to reach clients, as stated in the program guidelines.
- Follow appropriate telephone etiquette when answering incoming calls, when leaving messages (e.g., identify yourself and program, speak clearly when leaving messages, etc.) and or taking messages accurately by verifying caller's information.
- Generate written correspondence with clients and providers, as stated in the program guidelines.
- Develop and maintain a comprehensive understanding of maternal/child health issues that are deemed risk factors during pregnancy and early childhood.
- Generate necessary written correspondence in compliance with program guidelines of expected communications with clients and providers.
- Responsible for maintaining established quantity and quality standards.
- Professional work documentation and time management skills are required.
- Develop and maintain good 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, etc.).
- Participate in trainings and team meetings, as requested.



- Abide by all Healthy Start Coalition of Manatee County, Inc. policies and standards of conduct.
- Perform other duties as assigned.

Intake Specialist Skills and Qualifications:

Associate's Degree in Social Sciences, Business, Marketing or related field with relevant work experience. Exceptional organizational and communication skills necessary. Must be culturally sensitive and demonstrate ability to work with at-risk and diverse populations. Must be able to work independently and meet all required deadlines in a timely manner with minimal supervision. Resourcefulness a must. Must be team player and demonstrate ability to adapt as needed in a fast paced and changing professional environment. Regular local travel and occasional travel throughout the state required. Must have reliable transportation. Proficiency in Microsoft Office, including Excel required. Ability to learn program specific web database software, Well Family System. Bilingual in English and Spanish or Creole preferred.

Compensation:

- Competitive and Negotiable, Based on Experience
- Fully-paid Medical Benefits for Employee (plan restrictions apply)
- Retirement Account, after 1 year of employment
- Sick Leave and PTO Time
- 12 Paid Holidays
- Flexible Scheduling
- Mileage and Travel Reimbursement

**PLEASE SUBMIT COVER LETTER AND RESUME TO:
HUMANRESOURCES@HSMANATEE.COM**