

Autism Delaware Inc.

Job Description

JOB TITLE: Family Support Intake Coordinator / Part-Time

DEPARTMENT: Family Support

REPORTS TO: Director, Policy and Family Services

EFFECTIVE DATE: ASAP

FLSA: Non-Exempt

Submit cover letter, resume, application and 3 references to Liz Carlisle, via email at liz.carlisle@delautism.org or postal mail at Autism Delaware, 924 Old Harmony Road. Suite 201, Newark, DE 19713

SUMMARY:

The Family Support Intake Coordinator is often the first point of contact between our clients and the agency, and thus serves an important function, contributing to the client's first impression of our agency. The Intake Coordinator is calm, detail-oriented, possesses excellent listening skills, and is able to communicate a thorough understanding of the services offered by Autism Delaware.

The Intake Coordinator is responsible for responding to new requests for service from families and other callers, explaining our services, and setting families up for their first service appointment. The Intake Coordinator tracks and documents the intake process for each potential client. He/she/they also work closely with the Authorization/Billing staff in securing the necessary documentation to request authorization for family support services. This position supports the organization as a whole through the accurate and consistent collection of utilization data. The Intake Coordinator adheres to Autism Delaware's policies and procedures, maintains client confidentiality/adheres to all HIPAA requirements. This position requires outstanding communication and organizational skills.

DETAILS:

ENTRY LEVEL QUALIFICATIONS:

- Is at least 21 years of age
- Must have at minimum a high school education or General Educational Development (GED) (preferably with some college background)
- Must pass a criminal background check

- Possess a valid drivers' license
- Knowledge of Autism Delaware services
- Experience using Microsoft Office Suite (Word, Excel, etc.) required
- Ability to learn/use a variety of computer software applications
- Ability to work with multi-disciplinary teams, parents, and community partners
- Dependable
- Positive Attitude
- Excellent time management skills
- Excellent oral and written communication skills
- Ability to adhere to our organization's core values and policies
- Parent of an individual with ASD preferred

QUALIFICATIONS FOR CONTINUED EMPLOYMENT:

- Adherence to all policies and procedures.
- Regular attendance at family support staff team meetings and some trainings is required.
- Successful, safe and effective implementation of job tasks.
- Ability to seek and accept help and direction freely and when needed
- This job description in no way states or implies that these are the only job duties to be performed by the incumbent. He/she/they will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

WORKING CONDITIONS:

This is a part-time position. Hours range from 10- 20 hours per week.

JOB RELATED DUTIES

ESSENTIAL FUNCTIONS:

- Answers incoming phone calls and emails from potential clients and referral sources.
- Explains services and eligibility to callers, allowing callers to choose the service that works best for their family.
- Assists families with obtaining a referral to the ACT program if needed. This would include working with licensed clinicians/ community provider offices.
- Schedules clients for their first family navigation appointment and assigns ACT clients to a Family Support Provider.
- Ensures all interactions with new callers are promptly and accurately documented in our case management system.
- Ensures the family support staff have established contact with new clients.
- Tracks number of new requests for service each month and other data.
- Works closely with other professionals supporting families.
- Monitors call response time to ensure we return calls to potential callers in a timely manner
- Collaborates with manager and director to identify opportunities for improvement and efficiency in the intake process.
- Reports on intake data and process at department staff meetings as needed

- Represents Autism Delaware with professionalism.
- Must be flexible regarding service provision
- Maintains strict client confidentiality and follows HIPAA privacy rules at all times.
- Submits all required documentation and forms in a timely fashion.
- Maintains and writes clear, accurate, and thorough case notes and other documentation according to department guidelines.
- Other duties as assigned.

NON - ESSENTIAL FUNCTIONS:

1. Safely manages all aspects of job responsibilities:
 - Maintains a safe & hazard-free work area. Effectively monitors facilities & equipment for cleanliness and hazards. Raises concerns when appropriate.
 - Identifies potential program risks and brings these issues to the attention of the appropriate people immediately.

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