

Autism Delaware Inc.

Job Description

JOB TITLE: Family Support Intake Coordinator

DEPARTMENT: Family Services

REPORTS TO: Director of Family Services

EFFECTIVE DATE: ASAP

FLSA: Non-Exempt

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 clear descriptions 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 is comfortable working in a fast-paced environment, entering data into software systems, and documenting 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:

- At least one year experience in intake/front office duties in medical/therapeutic office setting
- High school diploma, college courses or related training preferred
- Experience using Microsoft Office Suite (Word, Excel, Outlook, etc.) required
- Ability to learn/use a variety of computer software applications
- Positive attitude and dependable
- Excellent time management skills
- Excellent oral and written communication skills
- Ability to adhere to our organization's core values and policies
- Must pass a criminal background check
- Possess a valid drivers' license

QUALIFICATIONS FOR CONTINUED EMPLOYMENT:

- Adherence to all policies and procedures.
- Punctual and regular attendance
- Knowledgeable regarding Autism Delaware services
- 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 full-time, in-office position.

JOB RELATED DUTIES

ESSENTIAL FUNCTIONS:

- 1. Understands and models agency and department's commitments, mission, vision and treatment philosophy**
 - Actively participates in meetings, demonstrating self-awareness, responsibility, initiative and professionalism, in accordance with our options policy
 - Is flexible and accommodating in unplanned or crisis situations
 - Seeks and accepts help and direction freely and when needed
 - Demonstrates follow through on team's goals and plans
 - Demonstrates a commitment to ongoing professional development through the study and practice of new skills and knowledge in the field
 - Represents Autism Delaware with professionalism.
- 2. Responsible for completing intake tasks with new clients and enrolling them in services**
 - Answers incoming phone calls and emails from families requesting new service.
 - Explains services and eligibility to callers, allowing callers to choose the service that works best for their family.
 - Processes and completes client enrollment in a Family Service program. Assists families with obtaining a referral to the ACT program if needed.
 - Schedules clients for their first family navigation appointment and assigns ACT clients to a Family Support Provider.
 - Collaborates with manager, director, and billing staff to identify opportunities for improvement and efficiency in the intake process.
 - Monitors call response time to ensure a minimum wait time for clients
 - Tracks number of new requests for service each month and other data.
 - Reports out to the team at departmental staff meetings as needed
 - Maintains strict client confidentiality and follows HIPAA privacy rules at all times.
 - Other duties as assigned.

3. Works effectively with the team to ensure excellent service delivery

- Actively participates in ongoing front office staff team meetings, departmental meetings, and other agency meetings
- Maintains excellent communication with department and agency staff

4. Effectively and professionally manages documentation for services

- Maintains client records, including writing clear, concise, and accurate electronic record notes.
- Maintains and writes clear, accurate, and thorough case notes and other documentation according to department guidelines.
- Maintains excellent notes and submits all required documents and reports on time

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.

Submit cover letter, resume, application and 3 references to jobs@autismdelaware.org or by postal mail to Autism Delaware, 924 Old Harmony Road. Suite 201, Newark, DE 19713