



SUCCESS 4 KIDS & FAMILIES, INC.
POSITION DESCRIPTION

TITLE: Intake Assistant – Healthy Start

FLSA STATUS: Non-EXEMPT

REPORTS TO: INTAKE SUPERVISOR

WC CODE: 8810

POSITION SUMMARY

Under the direct supervision of the Intake Supervisor, the Intake Assistant processes prenatal screens, infant screens, and referrals. Also provides clerical support to the case managers by processing documents, as requested. Must observe and maintain confidentiality of information.

PRINCIPAL DUTIES AND PERFORMANCE STANDARDS

Screens Processing:

- Process prenatal and infant screens/referrals and assign to Intake Coordinator for Initial Intake, accurately and on a timely basis.
- Process infant and prenatal cases, as assigned, by generating necessary correspondence (e.g., client letters, provider feedback letters, etc.), in compliance with program guidelines.
- Process infant paperwork for Initial Intake’s completed at the hospital (e.g., closed/open infants) & by case managers accurately and on a timely basis.
- Develop and maintain good working knowledge of program’s electronic record system and State of Florida Healthy Start Standards and Guidelines.

Record Management:

- Prepare client files and document, on a timely basis and following program guidelines, actions taken, including closure of cases.
- Monitor, organize, and upload paperwork received from Intake Coordinators, Case Managers, mental health counselors, and partner agencies.
- Organize provider feedback forms, closure letters and documents requiring signature and process appropriately and on a timely basis.
- File cases electronically in appropriate file locations within the agency’s shared drive
- Verify/locate additional client contact information when needed using available web portals.
- Assist with various special projects when needed including, but not limited to, WFS reports & clean-up

Clerical Functions:

- 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.
- Prepare and submit appropriate administrative reports accurately and on a timely basis (e.g., caseload reports, timesheets, Excel logs, etc.).

Service Excellence:

- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining S4KF’s high quality service standards.

Additional Duties:

- Participate in trainings, supervision and team meetings, as requested.
- Abide by all S4KF policies and standards of conduct.
- Perform other duties as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS

- High School/GED or Associate degree in social work, human services, or related field in an accredited program.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet
- Bilingual English/Spanish verbal and written preferred but not mandatory.

SERVICE EXCELLENCE STANDARDS

- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining S4KF’s high quality service standards.
- Able to build and maintain the management and employee trust.
- Demonstrates commitment to maintaining S4KF's high quality service standards.
- Deals professionally and proactively with Board members, staff, consultants, clients, providers, and the public.
- Perform other duties as assigned.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Office based position
- Scheduled work week is Monday-Friday
- S4KF is a smoke free environment including no smoking when in a client’s home.

ACKNOWLEDGEMENT

I have read, understand and agree to all duties and responsibilities of this position.

Employee Name (Please Print)

Employee Signature

Date