



SUCCESS 4 KIDS & FAMILIES, INC.
POSITION DESCRIPTION

TITLE: INTAKE COORDINATOR – HEALTHY START

FLSA STATUS: NON-EXEMPT

REPORTS TO: ASSISTANT SUPERVISOR INTAKE

WC CODE: 8810

POSITION SUMMARY

Under the direct supervision of the Assistant Intake Supervisor, the Intake Coordinator is a part of the Coordinated Intake & Referral unit that completes the Initial Intake of pregnant women and families with infants in Hillsborough County. Through the Initial Intake, which is completed over the phone, the Intake Coordinator will determine if a referral to a home visitation program is appropriate and based on the client's needs a timely referral will be generated to the specific program. The Intake Coordinator must always observe and maintain confidentiality of information.

PRINCIPAL DUTIES AND PERFORMANCE STANDARDS

- Initiate and complete client Initial Intake, within the specified program timeframes and guidelines, based on information provided on the prenatal screen, infant screen, or referral.
- Determine appropriate pathway for case based on the information provided by the client during the Initial Intake interview and local program decision tree (e.g. connect the client to Healthy Families, Healthy Start, NFP, PAT, or close the case).
- Send referral information and educational materials to educate and improve client's knowledge and understanding of available community resources and 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 Intake interview.
- Ensure required efforts are made when attempting to reach clients, as stated in the program's guidelines.
- Follow appropriate telephone etiquette when answering incoming calls, leaving messages (e.g. identify yourself and program, speak clearly when leaving messages, etc.) and or taking messages accurately by verifying caller's information.
- Develop and maintain comprehensive understanding of maternal/child health issues that are deemed risk factors during pregnancy and early childhood.

Documentation

- Generate necessary correspondence in compliance with program guidelines of expected communications with clients and providers.
- Maintain accurate records (including Centralized Intake Log) and document actions taken (including closure of case), in a timely manner and following program guidelines.
- Develop and maintain good working knowledge of program's electronic record system and State of Florida Healthy Start Standards and Guidelines.
- Maintain electronic and paper copy of client files up to date and organized by following program procedures.
- Prepare and submit appropriate administrative reports, accurately and on a timely basis (e.g. caseload reports, timesheets, mileage reports, etc.).

ORGANIZATIONAL SUPPORT AND ADDITIONAL DUTIES

- Participate in trainings, supervision and team meetings, as requested.
- 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.
- Effectively collaborate across all programs and with all staff.
- Maintain a high level of professionalism and confidentiality.

KNOWLEDGE SKILLS AND ABILITIES

- Manage a caseload; organize and prioritize work assignments; make decisions and independent judgments; determine the appropriate course of action in emergency or stressful situations; and recognize reportable events.
- Must communicate effectively both verbally and in writing.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.

QUALIFICATIONS

- BA/BS in social work, human services, or related field.
- Able to pass a DCF Level II criminal background screen and a pre-employment drug screen
- Ability to travel as required by the position.
- Preference for candidates who are bilingual English/Spanish.
- Must have a valid Florida driver’s license, and a reliable transportation.

SERVICE EXCELLENCE STANDARDS

- Demonstrate a commitment to maintaining S4KF’s high quality service standards.
- Promote excellence and continual improvement by participating in the organization’s Performance and Quality Improvement Process.
- Deal professionally and proactively with Board members, co-workers, consultants, clients, providers, and the general public.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- This position is both an office position with occasional need to go into the community for training, special events, etc. This position will occasionally require non-traditional hours including evenings and weekends.
- Safely walk/maneuver in a variety of environments including, but not limited, temperature extremes (hot, humid, cold), climbing stairs, dimly lit areas, walking extended distances, etc.
- 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