

Position Title: Community Care Intake Specialist

Ministry Department: Coordinated Community Care

Reports To: Coordinated Community Care Manager

FSLA Status: Hourly, Non-Exempt

Status: \$18-20 per hour

Description: The Community Care Intake Specialist is a key member of the Coordinate Community Care team, responsible for facilitating enrollment into Enhance Care Management (ECM) and Community Support programs. This role ensures compliance with all quality performance indicators, accurate billing information, and proper documentation in adherence to HIPAA and Title 42 standards. The specialist collaborates with other departments and engages clients using a trauma-informed approach, including direct outreach to underserved communities.

Responsibilities:

1. Client Intake and Enrollment

- o Conduct client intake interviews to determine eligibility for ECM and Community Support services.
- o Assist clients in completing necessary paperwork accurately and comprehensively.
- o Provide education to clients regarding program benefits and processes.

2. Documentation and Compliance

- o Ensure compliance with HIPAA and Title 42 confidentiality and security standards.
- o Maintain accurate and up-to-date records of client interactions and program enrollments.
- o Submit Treatment Authorization Requests (TARs) and ensure correct billing processes are followed.

3. Performance Monitoring

- o Track and report on quality performance indicators (KPIs).
- o Monitor client outcomes and program effectiveness, suggesting improvements as needed.

4. Collaboration and Outreach

- o Work collaboratively with other departments within the Good News Rescue Mission to support coordinated care.

- o Participate in department meetings to align goals, strategies, and client outcomes.

- o Engage in direct outreach efforts, including visiting homeless encampments, participating in street outreach, and connecting with underserved populations.

5. Client Engagement

- o Build trust and rapport with clients using trauma-informed care principles.

- o Act as a liaison between clients and community resources to address barriers to care and services.

MINIMUM JOB REQUIREMENTS:

- Education: High school diploma or equivalent required: associate's degree in social work, Human Services, or a related field preferred.

- Experience:

- Minimum of 2 years' experience in community services, case management, or a related role.

- Familiarity with billing processes and regulatory standards (e.g., HIPAA, Title 42).

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong organizational and time-management skills.

- Excellent written and verbal communication.

- Proficient in Microsoft Office and client management software.

- Ability to work effectively with diverse populations in challenging environments.

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.

- Team Player focused on the overall success of the organization.

- Ability to foster a cooperative work environment.

WORKING CONDITIONS AND PHYSICAL EFFORT:

WORKENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The position involves both office work and fieldwork in diverse environments, including homeless camps and streets. Staff must be comfortable engaging with clients in non-traditional settings and managing safety considerations effectively. Pleasant working environment; maybe exposed to cold occasionally. The noise level in the work environment is usually moderate. Employee may come into contact with irate and irrational clients who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or be mentally or physically disabled. Employee may be regularly exposed to some risk of communicable disease from guests of facility, exposure to TB and other respiratory diseases.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, talk and hear. The employee is occasionally required to stand and regularly required to sit, manual dexterity necessary in using hands to finger, handle, feel, type on computer keyboard. The employee required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds up stairs. Specific vision abilities required by this job include distance vision, color vision, depth perception and peripheral vision. The employee is required to have close visual acuity to perform and activity such as viewing a computer terminal. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PRE-EMPLOYMENT SCREENING

- Drug test
- Clean DMV
- Must be insurable through GNRM's auto insurance provider

Job Type: Part-time

Pay: \$18.00 - \$20.00 per hour

Benefits:

- Paid time off

Schedule:

- Monday to Friday

Work Location: In person