



## INTAKE COORDINATOR

### Qualifications

- The coordinator should be a graduate of an accredited school; a Bachelors or Masters Degree in Social work, or a related degree, is preferred.
- The coordinator should have at least two years experience in the human services field, preferably working with people with disabilities, should have some experience performing assessments, and should have knowledge of child development/developmental milestones.
- The coordinator will be the first point of contact for all intake-related calls coming into the SKIP intake department from families and referral sources. Therefore, the coordinator must have excellent verbal and written communication skills and have the ability to cultivate strong, positive relationships with families and referral sources. In this regard, the coordinator should have good listening skills and be sensitive to the challenges faced by our families.
- The coordinator must be able to multi-task and be detail-oriented as the position requires the coordinator to identify and complete (or ensure completion of) the various intake-related paperwork.
- It is recommended that the coordinator have knowledge of Medicaid waiver services that are available to the physically and developmentally disabled population.
- The coordinator should have some competency with computer skills (MSWord, Excel, Outlook).
- The coordinator should have one year case management experience with any population.

### Job Responsibilities

- The coordinator will manage the intake list in a timely manner, contact potential SKIP client families and referral sources, and schedule intakes when applicable.
- This position will handle all intake processes after initial contact up to and including enrollment in a specific program. The responsibilities will include conducting the intake, collecting any appropriate documentation to facilitate the intake process, providing information related to SKIP services, completing paperwork, possibly attending discharge planning meetings, and making possible home visits to complete applications in the following programs: Care at Home, DOH & OPWDD, MSC, HCBSW, PCSS, Early Intervention and FSS programs.
- When not busy with intakes, this position may also be responsible for specific assignments that could include; conducting chart audits, fulfilling audit checks, pursuing required documents for specific caseloads or specific persons, special projects, assisting struggling service coordinators. Other areas where this position may be asked to assist are; face to face/home visits, completing program requirements to stay in compliance.
- For offsite offices (Buffalo and Rochester), there may be a need to work between both offices with emphasis on one or the other if the need arises. Mileage for driving between offices is standard reimbursement, or rental car may be used if traveling to distant office. Travel time to either office is considered a regular commute to work.

*Because there's no place like home*

SKIP of New York ♥ 601 West 26th Street, 5th Floor Suite 522 ♥ New York, NY 10001 ♥ Tel: 212-268-5999 ♥ Fax:212-268-7667 ♥ www.SKIPofNY.org

50 Vantage Point Drive, Suite 4 ♥ Rochester, NY 14624 ♥ Tel: 585-352-7775 ♥ Fax: 585-352-7879

8205 Main Street Suite 3 ♥ Williamsville, NY 14221 ♥ Tel: 716-626-2222 ♥ Fax: 716-626-2220

- The intake coordinator will also be responsible for checking ePaces for Medicaid eligibility for the individuals currently served by each office.
- The intake coordinator will be the designated representative for Compliance-related activities, under the direction of the Compliance Officer, for each office for the CHOICES program.
- Understand entitlement programs, review archive and discharge planning documents.
- Being able to understand and work with Penelope platform.

**Supervision**

- At the offsite offices (Upstate, Buffalo, and Rochester), this position will be supervised by Regional Manager/Assisting Manager; otherwise, this position will report to the Enrollment Supervisor.

**Salary**

Based on experience