



Job Description

Department:	Department of Mental Health	Location:	San Fernando/Canoga Park/Panorama City
Job Title:	Intake Manager	Reports to:	Associate Director
Exempt/Non-Exempt:	Exempt	Revision Date:	12/24
Position Type:	Full-Time (40 hrs./week)	JD Approved by:	Tania Fallert Del Gatto
Pay Range	\$70,000 - \$80,000	Apply at:	tania.f@ecda.org

Job Description

Position Summary

The Intake Manager (IM) oversees the Intake department and operations and is supervised by the Agency’s Associate Director and is part of the Management Team. The IM is an experienced mental health professional that oversees the Intake Department and all mental health navigation at all sites. The IM ensures that incoming mental health service requests, referrals and risk or crisis situations are handled in a professional, timely and efficient manner. The IM oversees the administrative and clinical aspects of the Program; this includes oversight of incoming calls and referrals, screenings, scheduling of intakes, high risk assessments, outreach, generating and tracking reports, monitoring and updating spreadsheets and data, distributing and developing flyers, and other administrative or organizational items within specified deadlines. Oversight of the NAPA system and SRTS, Community- Based and School-Based referrals required. The IM is responsible for monitoring the capacity lists, the MATRIX, calendars, LAUSD Service Delivery Applications (SDA’s), MOU’s and community events. The IM supervises the Intake Specialists and conducts weekly supervision and regular team meetings. The IM ensures that staff are trained, prepared, and follow-up on assigned responsibilities. The IM meets regularly with supervisors, key Agency personnel, liaisons, and designated resources such as educators, other agencies, DMH, DCFS, CalWORKs Administration, MAT Administration, county entities, etc. The IM attends individual supervision, management meetings, school-based meetings, and other meetings as requested. The IM ensures that annual reviews and strategic goals are developed are carried out. The IM meets with and assists the Associate Director regularly to strategize and ensure quality services are rendered. Daily in-person presence, oversight and supervision are required for this position. Other duties assigned as needed.

Role and Responsibilities

- Oversees the Intake Department and the assigned staffing.
- Ensures that referrals, intakes (pre & post), school-based items, reports, data, networks/systems (Exym, NAPA, SRTS,etc.), training and other programmatic items are attended to immediately and efficiently.
- Provides administrative and clinical feedback and support to the intake team and crisis back up.
- Assists with screenings and assessments if needed.
- Ensures Pre-Intake paperwork is completed thoroughly, efficiently and is done within deadlines.
- Ensures requested intakes are scheduled or rescheduled on time.
- Ensures staff and volunteers meet caseload and/or productivity expectations.
- Ensures tracking logs and referrals are monitored consistently and accurately.
- Develops and innovates new strategies to improve access and efficiency.
- Utilizes administrative and clinical skills to assist with service evaluation.
- Communicates regularly with supervisor(s) and management on strategies to support success of intake caseload goals.
- Ensures Intake staff and reception are trained properly and provides weekly supervision, team meetings, ongoing mentoring, and feedback on performance to staff.
- Provides In-services to administrative, clinical staff, consumers and others as needed or scheduled.
- Creates and updates training material for department and Agency and trains staff on Intake procedures.
- Clinically evaluates treatment needs for incoming clients to place in appropriate Programs or refers out.
- Creates reports, spreadsheets, tracking systems, flyers, and other administrative tools to analyze systems, ensure accuracy and promote services.
- Uses the agency’s EHR system regularly to access information, reports, and track staff’s efficiency and client services.



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- Analyzes DCFS documents and other legal documents and issues related to family matters and/or treatment of minors.
- Ensures screenings, linkage for services (internal & external), Medi-Cal eligibility, and follow-up for other needed services are completed in a timely manner.
- Ensures communication, screenings and other Exym documentation sections are updated within specified deadlines.
- Ensures accurate client lists and information are available for staff and supervisors on a weekly basis.
- Monitors capacity lists, client lists, staff calendars, and MATRIX on a weekly basis.
- Monitors Community-Based, School-Based and SRTS referrals regularly to ensure information is accurate and timely.
- Ensures all NAPA information is up to date.
- Ensures monthly meetings with schools are conducted by staff virtually or in-person.
- Updates School-Based Lists with accurate information monthly.
- Coordinates space at partnering schools to ensure staff is supported and has an area to provide services.
- Ensures LAUSD MOU is updated every five years and Site Delivery Applications are submitted and updated on time.
- Supervises and supports the San Fernando Receptionist with client service issues, office maintenance, administrative tasks, Legal Clinic, Psychiatry, MAT Program and other Agency needs to ensure accuracy and efficiency.
- Attends supervision, management and staff meetings, trainings, outreach, community, or agency events.
- Meets with supervisor regularly to address goals, caseloads, staffing, buckets/budgets, progress, clinical and administrative issues.
- Assists Supervisor with Medi-Cal Certification Process for all sites.
- Works collaboratively with Management Team to ensure efficient and quality services are rendered.
- Attends or sends staff to DMH School-Based, SARB, Health Neighborhood, Pacoima Community Initiative, and other community events or meetings.
- Presents and Promotes Agency and Services at events and functions.
- Regularly maintains ongoing communication with LAUSD organization facilitators and other contacts.
- Assists supervisor and other management staff with crisis situations and other tasks as needed.
- Must believe in and act in accordance with Agency's and Program's mission statements.
- Conducts yearly performance reviews with assigned staff and provides ongoing feedback on work performance.
- Interviews and hires staff when needed.
- Adheres to legal, ethical, and professional practice standards including consulting with a supervisor before making a child abuse report, communicating with an attorney, or taking action in any situation involving clinical, legal or ethical decisions.
- Staff complies with ECDA, DMH, DCFS and other policies, procedures and ethical standards, HIPAA laws and guidelines.
- May work evenings and weekends as needed.
- Other duties may be assigned as needed.

Qualifications and Education Requirements

- Master's Degree in a mental health related field required. Licensed mental health professional desired.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Culturally competent and sensitive
- EHR management experience. Exym experience preferred.
- Must have great organizational skills, be detail oriented and a self-starter with the ability to multitask.
- Candidate must be personable and have experience in the social services field with familiarity in the mental health field.
- Must be motivated and able to communicate effectively, and efficiently, both verbally and in written format.
- Strong computer literacy skills including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, Internet, and other standard equipment.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Must have a reliable vehicle/access to transportation, valid California driver's license, and be responsible for all liability on vehicle.

Preferred Skills



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Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and can accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules, as well as computer, email, Internet, and dress code policies. Must have valid California driver’s license and use of personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for client services provided.

The benefits of joining the ECDA team include health insurance, vision, dental, long-term disability, AD&D, life insurance, vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and varied disabilities. Employees must have the ability to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outburst, etc.). Staff must have behavior management strategies and techniques relating to clients experiencing behavioral difficulties, positive behavioral interventions and applied behavioral analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment

By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the position duties as described, including the physical and mental requirements as outlined.

By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodations:

Employee Name:		Date:	
Employee Signature:			



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Physical Demands:			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Demands:			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

To apply or if you have any questions, please email Tania Fallert Del Gatto at tania.f@ecda.org