



# Job Description

<b>HR Department:</b>	Department of Mental Health	<b>Location:</b>	Canoga Park
<b>Job Title:</b>	Intake Specialist	<b>Reports to:</b>	Intake Manager
<b>Exempt/Non-Exempt:</b>	Non-Exempt	<b>Revision Date:</b>	9/2024
<b>Position Type:</b>	Full-Time (40hrs/week)	<b>JD Approved by:</b>	Alexandra Baires
<b>Pay Range</b>	\$21.00 – \$22.00	<b>Apply at:</b>	alexandra.b@ecda.org

## Job Description

### Position Summary

The Intake Specialist is responsible for referring clients to the appropriate resource(s) to meet their mental health and psychosocial needs and ensure efficient and effective mental health services. The main task of the Intake Specialist is to enroll clients for services by scheduling the initial intake with designated staff and processing the initial and ongoing paperwork to initiate and continue to qualify for services. The Intake Specialist oversees ongoing agency paperwork/intake forms, maintaining contact with designated resources such as educators, other mental health agencies and county entities. **The Intake Specialist position is a fully In-Person position and is supervised by the Intake Manager who is under the supervision of the agency Associate Director.**

### Role and Responsibilities

- Screen and begin the process of admission for potential clients within 5 business days of receipt.
- Assess incoming referrals via SRTS and follow-up for other needed services.
- Assist office walk-ins inquiring about services in understanding and enrolling for services, if eligible.
- Monitoring of wait list clients to ensure that mental health services are provided in a timely manner.
- Follow up calls with wait list clients to assess changing needs and update consumer on service time(s).
- Responsible for checking Medi-Cal eligibility before client admission to program.
- Ability to accurately gather appropriate legal paperwork as needed (such as custody/adoption paperwork, court order requests, restraining orders, etc.)
- Responsible for Pre-Intake & Intake process of clients and forms, as well as updating calendar invitations, if initial appointment is rescheduled.
- Responsible for assigning pending intakes within the timeframe requested on a monthly basis.
- Ability to keep tracking logs up to date to reflect clear and accurate information, as needed.
- Responsible for notifying Clinical team when a high needs client is being assigned, to ensure appropriate support is provided.
- Maintain contact with school personnel on a monthly basis by meeting with and sending school-based list.
- Monitoring of school-based referrals as needed and assisting clinicians with school-based services, inquiries, concerns.
- Assist in preparing annual school contracts such as by filling it out, collecting necessary signatures and picking up/dropping off relevant paperwork with contracted Schools.
- Assist Administrative Assistant with lunch coverage periodically through the week.
- Assist supervisor and other management staff with tasks as needed throughout the month.
- Ability to assess crisis issues and refer as needed.
- Participate as part of a multi-disciplinary team to assist with delivery of comprehensive mental health services to primary clients.
- Ability to participate in community outreach events during evenings and/or weekends as needed.
- Ensure that current and sufficient DMH forms are always organized and available.
- Responsible for working with Quality Assurance and Information Systems Department as needed to correct pending findings within 5 business days.
- Responsible for communicating with direct supervisor and other managers as necessary to confirm intakes and other intakes related issues within a timely manner.

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## Qualifications and Education Requirements

- Have a BA preferred.
- Must be capable of managing regular business travel and heavy work schedules to meet program deadlines.
- Must be able to travel to field locations and between offices as needed to network with other agencies.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Must have great organizational skills, thorough documentation skills and be a self-starter with the ability to multitask.
- The ideal candidate should be personable and have experience in the social services field with familiarity in the mental health field.
- Candidate needs to be motivated and able to communicate effectively, and efficiently, both verbally and in written format.
- Strong computer literacy including Microsoft Word, Excel, Access, Adobe PDF, 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.



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## Preferred Skills

### 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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<b>Physical Demands:</b>			
	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"/>
<b>Environmental Demands:</b>			
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 any questions, please email Alexandra Baires at [alexandra.b@ecda.org](mailto:alexandra.b@ecda.org).**