



Job Description

HR Department:	Department of Mental Health	Location:	Panorama City
Job Title:	Intake Specialist	Reports to:	Intake Manager
Exempt/Non-Exempt:	Non-Exempt	Revision Date:	7/2025
Position Type:	Full-Time (40hrs/week)	JD Approved by:	Christiane Garcia
Pay Range	\$21.00 – \$22.00	Apply at:	christiane.g@ecda.org

Job Description

Position Summary

The Intake Specialist at El Centro de Amistad's Panorama City location plays a vital role in supporting both administrative and consumer-facing functions within the intake department. This position ensures a smooth intake process by screening and referring individuals to appropriate mental health and psychosocial resources, facilitating timely and efficient access to care. The Intake Specialist is responsible for scheduling initial intake appointments with designated clinical staff and assisting with the completion and processing of intake, ongoing, and annual documentation. They review intake forms and related paperwork for accuracy and completeness and maintain ongoing communication with referral sources such as educators, mental health agencies, and county partners. The Intake Specialist manages the front desk and reception area, greeting and assisting clients, community partners, and staff, while professionally answering and routing incoming calls. The position requires on-site presence during assigned hours and may include evening or after-hours availability. The Intake Specialist reports to the Intake Manager, who is under the supervision of the Associate Director. Other duties may be assigned as needed to support the agency's mission and operations.

Role and Responsibilities

- Screen and initiate the admission process for potential clients within 1–5 business days of receipt, depending on case and program needs.
- Greet and welcome consumers, staff, partners, and other community members.
- Manage and maintain the front desk and reception area.
- Assess incoming referrals from the community, agency sources, and DMH via SRTS and other methods.
- Follow up on referrals and provide linkage to appropriate services and resources.
- Assist office walk-ins with inquiries about available resources and services.
- Monitor the capacity list to ensure timely provision of mental health services.
- Track referrals including SRTS, inter-agency, community-based, school-based, MAT, CalWORKs, and others.
- Assist with MAT and CalWORKs intake coordination and documentation.
- Maintain accurate and up-to-date tracking logs.
- Conduct follow-up calls with consumers regarding services and intake status.
- Verify Medi-Cal eligibility before admitting clients into the program.
- Accurately gather required legal documentation when applicable (e.g., custody or adoption paperwork, court orders, restraining orders).
- Handle Pre-Intake and Intake scheduling, documentation, form completion, and calendar updates.
- Assign pending intakes within the required monthly timeframe.
- Notify supervisor and clinical team when a high-needs client is assigned to ensure appropriate support is in place.
- Maintain regular monthly contact with school personnel, and manage school-based referral lists and correspondence.
- Monitor school-based referrals and assist clinicians with related inquiries and service coordination.
- Assist in the preparation and submission of MOUs and annual Service Delivery Applications (SDAs) with LAUSD and charter schools.
- Support the supervisor and other management staff with administrative tasks throughout the month.
- Assist in responding to crisis situations as they arise.
- Collaborate effectively with team members and participate in staff meetings as needed.
- Participate in community outreach events as required.
- Provide translation support as needed.
- Coordinate with the Quality Assurance and Information Systems Department to address and resolve pending findings within five business days.
- Communicate intake updates and issues in a timely manner with the direct supervisor and relevant managers.

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- Availability for after-hours and evening assignments may be required.
- Perform other duties as assigned.

Qualifications and Education Requirements

- 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 of 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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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 any questions, please email Christiane Garcia at christiane.g@ecda.org