



JOB NOTICE

Date: November 8, 2018

Closing: November 20, 2018 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume via INDEED or to HR., Box: IntakeSpec. COMPASS, 535 Marmion Avenue, Youngstown, Ohio 44502.

Department: Client Services

Title: Client Intake Specialist

Shift: Monday- Friday day turn that may also include evenings based on programmatic needs.

Salary: Comprehensive full-time benefit package and Competitive salary based upon experience.

Overview:

Must be committed to COMPASS' Core Values of treating everyone with dignity and respect; being ethical, honest and having integrity; being team-oriented with a commitment to excellence; being engaged, supportive, and resilient; and being accountable and responsible to persons served, COMPASS and Community.

This position performs duties in an extremely welcoming, friendly and non-judgmental manner and yet is a very persuasive communicator. The focus of this position is working with and through others, building and maintaining relationships, and working closely and accurately within established guidelines. Must be an effective communicator, someone who is able to stimulate and motivate others while being aware of and responsive to their needs and concerns.

Will work with varied clients and staff. The person in this position must be friendly and genuinely interested in the business, agenda, and needs of others, including COMPASS' management, clients and team members. A persuasive, teaching style of communication is required to communicate the company's policies, programs, and systems. A faster-than-average pace will be the norm for this position. Detail work is a major focus of the job, and those details need to be handled quickly, correctly, and efficiently. This portion of the work will often focus on relationships with others; correct handling of details dealing with others is necessary to maintain and grow relationships.

The position involves follow up to ensure that internal and client centered processes and needs are maintained at all times. Necessary corrections must be made in a constructive, supportive manner. As time is usually a factor, the work must be done quickly and accurately. In general, this is a position where guidelines, structure, and established policies must be followed fairly closely, while working with and for others.

Duties and Responsibilities:

- Serves as the primary point of contact and advocate of the agency in bringing clients into the agency.
- Must be completely customer service driven, and welcoming.
- Receives calls for service and obtain pre-intake client related information.
- Schedule initial appointment, handle re-scheduling of appointments
- Verify insurance for initial counseling intake – commercial, Medicare, Medicaid.
- Determine if preauthorization's are required and if there are any client co-payments required.
- Meet in person with the client upon arrival and fill out all required documentation.
- Obtain all releases of information and make the requests to appropriate places for collateral information.
- Complete with the client all necessary documentation for services to be provided.
- Upload and attach to a client's Electronic Health Record information requested for or provided by the client.
- Work with Billing Specialist when needed on counseling intakes.
- Return telephone calls to potential clients whom are seeking services or have service questions.
- Provide referral information to potential or current COMPASS clients or callers when necessary.
- Provide back-up services as needed for all front office operations and functions.
- Manages client crisis intervention services and procedures to ensure the health and safety of clients, staff and visitors is maintained.

Qualifications:

Education/Experience: High school diploma. Associate or Bachelor's degree in related field preferred. Two years of experience in administrative/ secretarial duties is required. Must be familiar with Microsoft Outlook/Word/Excel and possess the ability to perform typing and data entry tasks with speed and accuracy. Must have experience with multiple phone lines, standard office equipment, filing and customer service. Experience with electronic medical record systems is required.

Miscellaneous: Criminal background check; Pre-employment drug screen; Clear driving record; CPR certification, TB test.

Personal: Strong social, communication and written skills. Strong organizational skills and abilities. Ability to multi-task; while maintaining accuracy and organization integrity. Must have the ability to develop rapport and be perceived by staff and clients as approachable. Ability to collaborate with staff, service providers and administrators. Team oriented with patience and compassion for those served. Strong computer literacy: generating cover sheets, drafting professional letters, creating spreadsheets, using Microsoft Word and Excel

Non-Exempt: eligible for overtime

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED
THROUGH AFFIRMATIVE ACTION
EOE-M/F/H including persons with disabilities and veterans