



Job Description

Position Title:	Intake Services Coordinator
Classification:	Full Time, non-exempt (40 hours/week)
Reports To:	Director of Intake Services
Direct Reports:	None
Location:	Jacksonville, NC or Houston, TX or Des Moines, IA or Peoria, IL

BACKGROUND:

Established in 2006, Hope For The Warriors® is a civilian, 501(c)(3) non-profit organization. The mission of Hope For the Warriors® is to enhance the quality of life for post-9/11 service members, their families, and families of the fallen who have sustained physical and psychological wounds in the line of duty. Hope For The Warriors® is dedicated to restoring a sense of self, restoring the family unit, and restoring hope for our service members and our military families. For more information about its programs, services, and activities, visit www.hopeforthewarriors.org.

CORE VALUES:

Hope For The Warriors® understands the challenges, pride, and joy of being a military family. For today, tomorrow, and years to come, we will strive to meet the changing needs of service members and their families. Additionally, we value community. Through our grass roots philosophy of interacting with the communities we live in, work in and send our service members to, we establish and nurture the relationships that have become the foundation of our support.

INTAKES SERVICES COORDINATOR:

The Intake Services Coordinator (ISC) conducts first-engagement welcome calls and modified bio-psychosocial assessments to incoming HFTW clientele. The ISC will complete intake calls with the purpose of welcoming the client to HFTW and to gain a holistic view of the client's current situation using a contemporary bio-psycho-social model of mental health. This model considers the whole person in assessing the impacts of the client's physical, medical and social environment and the ways in which the client can benefit from HFTW® programs and services. Intake Services involves 6 distinct activities: engagement of the client, assessment of needs, linkage with resources, introduction to appropriate HFTW programs and services, client psycho-education and crisis intervention.

PRIMARY RESPONSIBILITIES

- Conduct HFTW Welcome Call and modified biopsychosocial interview
- Utilize a bio-psychosocial approach to assess the needs of the warrior service member, veteran and family
- Provide overview of all HFTW programs and services as applicable to the client.
- Proficient use of organization-wide database systems, Sales Force and SharePoint.
- Maintain strict client confidentiality, documentation and files. Provide detailed documentation of individuals served, services provided, outreach activities conducted, surveys completed, and other general reporting as assigned.
- Communicate referrals and client information effectively to receiving program staff to ensure client's needs are recognized and addressed.

- Utilize HFTW resource manual as well as exhibit efficiency utilizing web-search engines to review and provide client specific resources.
- Provide HFTW resource support and assist with maintenance of HFTW resource manual as needed.
- Responsible to cover and conduct the inquiries from the 1.800 number, intakes email account, regional Operations calls, social media, and staff and executive leadership referrals.
- Safes Force database support as assigned by the Director of Intake Services, Program Metrics & Analytics Director, or Lead Intake Services Coordinator.

SKILLS AND ABILITIES

- **Critical Thinking:** The Intake Services Coordinator must be able to understand what a person needs when coming to them in crisis. Being able to find solutions for a myriad of issues will be necessary.
- **Problem Solving:** The Intake Services Coordinator will need to assist the client in finding solutions for the problems the clients bring to them.
- **Attention to Detail:** The Intake Services Coordinator will review all the client's information and will ask clarifying questions with HFTW eligibility criteria and the client's needs, desires and current supports in mind.
- **Compassion:** The Intake Services Coordinator will often speak with people with a cognitive impairment, history of trauma or during moments of great stress, where they and their family are vulnerable or in pain. Being compassionate is a requirement in this field.
- **Patience:** The Intake Services Coordinator's ability to be patient with people who may have trouble communicating or understanding what is happening is vital.
- **Communication Skills:** The Intake Services Coordinator needs to be a good listeners and good speaker. The Intake Services Coordinator will need to be able to establish rapport with the client in a short period of time and then effectively communicate the client's needs to the staff of referral program(s).
- **Organization:** The Intake Services Coordinator will speak with many clients every day, with a myriad of needs. Keeping their records organized is crucial.

Qualification Requirements

- Bachelor's in social work or Behavioral Health field preferred.
- 1-3 years' military cultural competency experience in working with military, veterans and families.
- Solid understanding of civilian and military disability process.
- 1-3 years' experience in telephonic interviews, assessments, clinical documentation.
- 1-2 years' experience in case management activities to include: analyzing information, conducting research on resources, and coordinating client care.
- Ability to effectively present information and respond to questions from leadership team.
- Demonstrate superb interpersonal skills with ability to work collaboratively across organizational levels.
- Possess strong organizational skills, excellent oral and written communication skills.
- Ability to manage high volumes of cases and variable intake caseload.
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database applications.
- Proven skills, initiative and judgment to independently problem solve issues as they arise.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The qualified employee will work in a dynamic office setting, and interact with staff, consultants, and outside vendors, therefore he/she may be subjected to interruptions throughout the workday. The position will require some flexible hours, and when applicable, local and national travel will be required.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the ability to sit for sustained periods of time, travel and drive. The vision requirement includes close vision. The employee is occasionally required to lift up to 30 pounds.

ACKNOWLEDGMENTS:

I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Hope For The Warriors® or myself, with or without notice for any reason not expressly prohibited by law.

Please see the Job Posting on Indeed.com or send your resume to:

chrudka@hopeforthewarriors.org and

jwatson@hopeforthewarriors.org