

## **Job Description**

<b>Position Title:</b>	Intake Services Coordinator
<b>Classification:</b>	Full Time, (40 hours/week)
<b>Reports To:</b>	Director of Intake Services
<b>Direct Reports:</b>	None

### **BACKGROUND:**

Established in 2006, Hope For The Warriors® (HOPE) is a civilian, 501(c)(3) non-profit organization. The mission of Hope For the Warriors® is to restore 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.

### **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 grassroots philosophy of interacting with the communities Veterans live and work in, 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 HOPE clientele. The ISC will complete intake calls with the purpose of welcoming the client to HOPE 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 HOPE programs and services. Intake Services involves 6 distinct activities: engagement of the client, assessment of needs, linkage with resources, introduction to appropriate HOPE programs and services, client psycho-education and crisis intervention.

### **PRIMARY RESPONSIBILITIES**

- Conduct HOPE Welcome Call and modified biopsychosocial interview
- Utilize a bio-psychosocial approach to assess the needs of the warrior service member, veteran and family
- Operate from the HOPE Wellbeing Model in support of a client's overall wellness goals
- Provide overview of all HOPE programs and services as applicable to the client.
- Proficient use of organization-wide database systems, Microsoft Office 365 and Sales Force.

- Abide by HIPAA and PII standards of practice in maintaining 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 HOPE resource list and strategic partnerships as well as exhibit efficiency utilizing web-search engines to review and provide client specific resources.
- Provide HOPE resource support and assist with maintenance of HOPE resource lists 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 as assigned.
- Salesforce database support as assigned by the Director of Intake Services in support of Program Metrics & Analytics Director.

### **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. ISC's must be obtain necessary data to determine eligibility for HOPE programming as well as recognize when and what additional information is needed to fully assess the client and the client's needs. Obtaining this level of information requires strong interviewing skills and the capability to create a thorough assessment and history of the client's needs and supports, especially during crisis circumstances.
- Intake Services Coordinators must always keep the client and client's family's safety in mind while completing the interview process. All safety concerns must be reported to a supervisor immediately and may also need to be reported to local authorities.
- Intake Services Coordinators must be knowledgeable about mental health diagnosis and associated symptoms. The Intake Services Coordinator must be able to apply this knowledge to client's behavior and speech during the intake call in order to recognize situations or circumstances which may be indicative of the need for a deeper clinical assessment.
- **Problem Solving:** The Intake Services Coordinator will need to assist the client in finding solutions for the problems the clients bring to them. Must be able to respond with care, concern, and a sense of urgency. Must be able to provide more in-depth Case Management as needed.
- **Attention to Detail:** The Intake Services Coordinator will review all the client's information and will ask clarifying questions with HOPE eligibility criteria and the client's needs, desires and current supports in mind. Understanding that clients may not always provide information in an organized way and being able to recognize potentially missing details that could enable HOPE to provide additional assistance is vital.
- **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. Empathy will be needed to help create an alliance with the applicants and help to create an atmosphere of trust during the application process. The Intake Services Coordinator is responsible for building rapport with the client which will be the foundation of all future interactions between that client and HOPE staff.
- **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.
- **Organization:** The Intake Services Coordinator will speak with many clients every day, with a myriad of needs. Keeping their records organized is crucial. The employee will need to complete assigned intakes and clinical notes in a timely manner.

### **Qualification Requirements**

- Bachelor's in social work or Behavioral Health field required.
- 1-3 years' experience in case management is preferred; analyzing information, conducting research on resources, and coordinating client care.
- Excellent oral and written communication skills required.
- 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.
- 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.
- Ability to manage high volume and variable caseload.
- Ability to triage and prioritize work based on client need.
- Experience with Microsoft Office 365 Suite 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.