

### **Behavioral Health Intake Specialist**

*Responsible for the successful coordination of intake and referral process on behalf of the OMH Residential and Supportive Service Program. Serves as the primary point of contact, and acts as a resource for individuals, families, outside agencies and staff, as to the programs and services available in OMH Residential and Supportive Service Programs*

**Supervisor:** Director of OMH Residential and Director of Supportive Service Programs

### **Education and Experience:**

- AAS in Social /Human Service field and a minimum of 1 year working with and/or completed course work with a vulnerable population, (i.e., mental health illness, co-occurring disorders).
- High School Diploma and a 2 to 3 years working with and/or completed course work with a vulnerable population, (i.e., mental health illness, co-occurring disorders).
- Capability to recognize when client referral needs are beyond AHD scope and capacity.
- Compliance with Health Insurance Portability and Accountability Act (HIPPA) requirements.
- Proven ability to maintain a high level of confidentiality.
- Excellent communication, interpersonal, and leadership skills.
- Strong organizational and management skills.
- Intermediate to advanced use of Microsoft Office i.e., word, excel, outlook.
- Must possess valid drivers' license and meet AHD auto insurance underwriters' guidelines.

### **Key Job Functions:**

- Serve as the primary point of contact for ALL OMH Residential Services referrals and inquiries.
- Serve as the primary point of contact for OMH Supportive program and HUD housing referrals and inquiries.
- Represents AHD as service provider at SPOE meetings across 5 counties.
- Provides SPOE meeting information to OMH Residential Services or Supportive Service Programs Director as applicable.
- Gather pre-admission information concerning referrals primary diagnosis, physical and behavioral needs.
- Secure signed consents from referral to request, and receive medical and psychosocial history, verify finances i.e., Medicaid, SSI, SSD, DSS, SNAP benefits etc....
- Ensure ALL required documents, signatures and benefits are verified, secured or in process of being secured; prior to scheduled admission date in respective program.
- Enter accurate data of referrals admission information into OMH CAIRS, RHIO, Psyches and AWARDS systems for both OMH Residential Service and Supportive Service Programs.
- Determine referral eligibility through ePaces for Supportive Service Programs and track Medicaid benefits for Care Management and CORE services.
- Communicate regularly and effectively with Residential and Supportive Services Directors, Program Supervisors' and Assistant Program Supervisors'.
- Schedule referral for pre-admission interview, admission, site transfer and discharge with respective OMH Residential Services Director, Program Supervisor and/or designee.
- Scan referrals required paperwork into appropriate file and ensure it is available upon the scheduled admission date for OMH Residential Services Program.
- Maintain thorough, and accurate client records ensuring confidentiality and security of documents.
- Report client admissions, transfers and discharges to applicable funding source i.e., Social Security, DSS, Medicaid etc....
- Conduct outreach and education information in both verbal and written format to individuals, families, outside agencies and staff regarding the programs offered by OMH Residential and Supportive Service Programs
- Foster and maintain strong relationships with community agencies and service providers.

**Arbor Housing and Development Expectations:**

- Demonstrate *Arbor Housing and Development's Standard of Acceptable Behavior* in every client/tenant/peer/supervisor/director and external partner interaction.
- Adheres to Work Schedule/Attendance and Punctuality as defined in Arbor Housing and Development Personnel Policy Manual, *current version*.
- Communicates regularly with the Director of Residential Services and Director of Supportive Services on position needs, and concerns.
- Effectively discharge the key job functions of your job in accordance with HIPPA, Funding Sources, Residential, and Supportive Service rules, regulations, best practices and AHD Code of Conduct and acceptable workplace behavior.
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment,
- Foster a respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual
- Other duties and assigned by Director of Residential Services, Director of Supportive Services or designee.

**Physical Demands / Environment**

- Continuous mental and visual attention required.
- Otherwise sits, stands, walks, reaches with hands and arms.
- Works remotely with ability to report "on-site" when requested and/or needed.

*Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.*