

Department: Public Health
Classification: Competitive
Grade: 8

SPEC DISK F1
DOCUMENT 21

INTAKE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work of the Intake Coordinator involves responsibility for providing potential clients with the necessary information to explore what services are available and assist potential clients with eligibility required for potential services. Work is performed under the supervision of the Director of Patient Services and Supervising Public Health Nurses. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: *(Illustrative only)*

Compiles new patient information from referral source assuring accuracy in communicating to PCP and Vendors and enters information into the electronic medical records;
Contacts referral sources via email, phone and in-person to gather information on potential clients;
Obtains and confirms demographic and other medical and social information for insurance eligibility;
Works within intake related electronic platforms to gather proper information to generate a new referral/resumption of patient's care;
Provides patient and family members with information related to how to contact agency between period of referral and initial homevisit;
Creates and follows up on pending referrals using established guidelines with internal and external parties via phone, emails, fax, etc.;
Works closely with and escalates necessary issues to the Supervisor in a timely fashion;
Answers telephone and responds to inquiries by directing calls to appropriate staff;
Attends meetings as requested.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of office procedures and programs; strong written and oral communication skills; excellent interpersonal skills; disciplined and able to maintain confidentiality; ability to get along well with others; ability to meet and deal with the general public; clerical aptitude; mental alertness; neatness; accuracy; tact and courtesy; integrity; good judgement.

MINIMUM QUALIFICATIONS:

- (a) Graduation from high school or possession of a high school equivalency diploma and three years of experience in a health care setting; or
- (b) Five years of experience in a health care setting;
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

NOTE: *Completion of college study may be substituted for paid experience on a year-for-year basis.*