31 East Avenue, Woodstown, NJ 08098
1514 Kings Highway, Swedesboro, NJ 08085
1919 Kings Highway, 2nd Floor, Swedesboro, NJ 08085
1117 East Landis Avenue, Vineland, NJ 08360

Job Description - Intake Coordinator

Position: Intake Coordinator

Department: Administration

Reports to: Office Manager

Classification: W-2

Status: Hourly

Essential Function

This position is responsible for responding to and scheduling all new client inquiries.

Daily Responsibilities and Duties

Core duties and responsibilities include the following:

- Interacting with prospective and existing clients
- Managing communication via phone, e-mail and internet; take live incoming client calls; and responding to client inquiry calls & emails within 24 hours of receipt during regular business hours.
- Scheduling new clients with the assigned therapist
- Clearly communicating with the therapists the needs of new clients, presenting problem, and ensuring therapist is aware of the reason for client call
- Matching new clients with appropriate therapist based on availability, training & experience
- Responding to existing client questions within 24 hours as appropriate
- Assist with onboarding of all new staff and clinicians
- Attend community events outside of regularly scheduled office hours, if needed
- Track all client calls in a detailed client call log
- Manage client information database
- Ensure clients complete all required information prior to first session
- Gather intake data, such as referral streams, client assignments, retention rates
- Send out client satisfaction surveys, and coordinate client care to ensure satisfaction

Essential Skills Needed

The following describe the preferred skills, knowledge, and abilities needed to successfully perform the duties of the position:

- Possess excellent interpersonal skills; able to get along well with a diverse group of people; supervisees, clients and co-workers.
- An adherence to following HIPAA laws and confidentiality standards pertaining to patient information.
- Must be friendly, warm, welcoming, outgoing as well as demonstrate an ability to listen empathetically to others
- Must be organized, detail-oriented and good at time management
- Must be able to operate basic office equipment such as copier, telephones, scanning, etc.

- Speak, write, read and understand the English language well enough to perform the essential duties of the job.
- Possess the dexterity to use the required tools to accomplish the tasks of the position.
- Must demonstrate a strong work ethic
- Must demonstrate punctuality, timeliness, and maintain an organized schedule
- The ability to coordinate multiple tasks at a time
- Must demonstrate tact, initiative, resourcefulness, a professional manner, enthusiasm, and a non-judgmental attitude
- Must be able to demonstrate compassionate care, and be able to communicate with persons from all educational and cultural backgrounds
- Must be extremely trustworthy with confidential information, and be able to safeguard all materials related to the operations of MTC
- Must possess a positive attitude
- Must value honesty, acceptance, professionalism, integrity
- Must be able to read and write articulately
- Must be a team player and have the best interests of the company and its employees in mind

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. While performing the duties of this job, the employee may be required to lift 10 lbs. Must be able to hear, see, use arms and navigate around work areas.

Education/Experience Requirements

- Must have a thorough knowledge of Microsoft Office, including Word, Excel, Power Point
- Must be familiar with social media outlets
- Must have secretarial experience, including letter writing, customer service, and software management
- Experience in Mental Health field preferred
- Must be able to use computer software, such as electronic health record

The person selected for this position will work alongside the owner of MTC. Any conversations, business dealings, decision making, or anything related to the operations of MTC are strictly confidential and must not be discussed with anyone other than Michelle Leyman, Owner of MTC. This includes any discussions, phone calls, planning and decision making. Should the Intake Coordinator violate this policy, it is cause for immediate dismissal.

I have read and understand the duties discussed and listed above and I am able to work the schedule and carry out these duties and responsibilities. I also understand that my employment is "At Will".

Employee signature

Date

Unsigned copy. New hires sign their job description in the MTC Talent Hub.