

Healthy Start, CI&R In-Take Coordinator

GENERAL SUMMARY:

Under the direct supervision of the CONNECT Coordinated Intake & Referral Supervisor, the Intake Coordinator is a part of the Coordinated Intake & Referral unit that completes the Initial Intake of pregnant women and families with infants in Hillsborough County. Through the Initial Intake, which is completed over the phone or face-to-face in a prenatal provider office, the Intake Coordinator will determine if a referral to a home visitation program is appropriate and based on the client's needs a timely referral will be generated to the specific program. The Intake Coordinator must always observe and maintain confidentiality of information.

PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:

- Initiate and complete client Initial Intake, within the specified program timeframes and guidelines, based on information provided on the prenatal screen, infant screen, or referral.
- Client in-take may be performed at a prenatal health care provider office. The position will rotate through offices on specified days to work with clinic staff on the completion of the Florida Prenatal Screen and completion of an in-take face-to-face. If clients are missed when the in-take coordinator is at a clinic, then the in-take may be provided via telephone call.
- Determine appropriate pathway for case based on the information provided by the client during the Initial Intake interview and local program decision tree (e.g., connect the client to Healthy Families, Healthy Start, NFP, PAT, or close the case).
- Send referral information and educational materials to educate and improve client's knowledge and understanding of available community resources and services that support the well-being of women during pregnancy and/or during child's infancy (e.g., WIC, food banks, housing, mental health service, etc.). The referrals or information provided should be based on the risks identified through the prenatal or infant screen and/or the Initial Intake interview.
- Ensure required efforts are made when attempting to reach clients, as stated in the program's guidelines.
- Follow appropriate telephone etiquette when answering incoming calls, leaving messages (e.g., identify yourself and program, speak clearly when leaving messages, etc.) and or taking messages accurately by verifying caller's information.
- Develop and maintain comprehensive understanding of maternal/child health issues that are deemed risk factors during pregnancy and early childhood.

DOCUMENTATION:

- Generate necessary correspondence in compliance with program guidelines of expected communications with clients and providers.
- Maintain accurate records (including Centralized Intake Log) and document actions taken (including closure of case), in a timely manner and following program guidelines.
- Develop and maintain good working knowledge of program's electronic record system and State of Florida Healthy Start Standards and Guidelines.
- Maintain electronic and paper copy of client files up to date and organized by following program procedures.
- Prepare and submit appropriate administrative reports, accurately and on a timely basis (e.g., caseload reports, timesheets, mileage reports, etc.).
- Comply with required documentation at prenatal health care provider offices.

ORGANIZATIONAL SUPPORT and ADDITIONAL DUTIES

- Participate in trainings, supervision, and team meetings, as requested.
- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.

- Demonstrate commitment to maintaining HSC's high quality service standards.
- Effectively collaborate across all programs and with all staff.
- Maintain a high level of professionalism and confidentiality.

KNOWLEDGE and SPECIAL SKILLS:

- Manage a caseload; organize and prioritize work assignments; make decisions and independent judgments; determine the appropriate course of action in emergency or stressful situations; and recognize reportable events.
- Must communicate effectively both verbally and in writing.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.
- BA/BS in social work, human services, or related field.
- Able to pass a DCF Level II criminal background screen and a pre-employment drug screen.
- Ability to travel as required by the position.
- Ability to work in a clinic setting when required by the position.
- Preference for candidates who are bilingual English/Spanish.
- Must have reliable personal transportation, insurance, and a valid State of Florida driver's license.
- This position is a hybrid work environment with remote work performed in Hillsborough County, Florida and work in a clinic setting, with occasional need to go into the community for training, special events, etc. This position will occasionally require non-traditional hours including evenings and weekends.
- Safely walk/maneuver in a variety of environments including, but not limited, temperature extremes (hot, humid, cold), climbing stairs, dimly lit areas, walking extended distances, etc.
- HSC is a smoke free environment including no smoking when in a client's home.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit for extended periods; use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee may occasionally need to stand, walk, or lift and/or move up to 10 pounds. Specific vision abilities required include close vision and the ability to adjust focus.

Physical Requirements for Positions with Driving Requirements:

- Must be able to sit for extended periods while operating a motor vehicle.
- Ability to enter and exit vehicles multiple times per day.
- Must be able to occasionally lift, carry, push, or pull up to [25–50] pounds (adjust per job role).
- Must have sufficient visual acuity and hearing to safely operate a vehicle and follow traffic signals and auditory cues.
- Manual dexterity is required to operate vehicle controls and related equipment.
- May be exposed to varying weather conditions and traffic environments.

AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT:

This job description is intended to describe the general nature and level of work being performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position, in accordance with the Americans with Disabilities Act (ADA) and applicable state and local laws.

Healthy Start Coalition is an Equal Opportunity Employer and values diversity in the workplace. We provide equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, or any other protected status in accordance with applicable federal, state, and local laws. We will make reasonable accommodations for qualified individuals with known disabilities, as required by the ADA. If you require reasonable accommodation, please contact Human Resources.

SERVICE EXCELLENCE STANDARDS:

- Exhibits a total commitment to maintaining high quality service standards of the Healthy Start Coalition.
- Functions as an effective team member in accordance with agency policies and procedures.

- Works effectively with diverse populations, demonstrating an understanding of, and sensitivity to differences in cultural characteristics, socioeconomic status, and background experiences of the agency's service recipients.
- Demonstrates professionalism in dealing proactively with clients, supports, providers, and the Board and general public.

EOE/DFWP/Smoke-free workplace/campus. Qualified candidates email resume to jobs@hstart.org
<https://info.flclearinghouse.com/>