

Intake Coordinator

1. This position serves as a key member of the Programs operations team. Responsible for the overall coordination and facilitation of new admissions to the Agency. Supports and assists all agency programs as well as Recruitment, Quality Assurance and Finance staff and other key stakeholders to facilitate vital data information for persons served within the organization. Assures accuracy in individual support plans and billing authorizations for the individuals served.
2. Essential Job Functions:
3. · Acts as point person for all agency admissions and liaison to the Support Coordinators; reviews all Individual Service Plan submissions and communicates any need for changes with Support Coordinators.
4. · Assists families with the application process for obtaining funding through the NJ Department of Human Services, Division of Developmental Disabilities.
5. · Gathers and reviews all intake documents to determine eligibility for services and ensure that all documentation is in compliance with Agency standards.
6. · Facilitates the admission process, including scheduling the initial Meet & Greets and sharing information obtained with the Admissions Team.
7. · Maintain a waiting list of screened and qualified applicants.
8. · Upload all applicant documents into Therap.
9. · Maintain all applicant information in the Intake Log/Spreadsheet.
10. · Reviews Individual Service Plans (ISP) in Therap to monitor expiring plans.
11. · Schedules Interdisciplinary team meetings (IDT) as required.
12. · Serves an integral role during the intake process by capturing and communicating the requisite information to determine the appropriate placement into the organization.
13. · Develops strong relationships with community stakeholders, including local school districts, to identify opportunities for program growth and expansion.
14. · Coordinates the Parent Support Group, Advocacy Group, and Speaker series events.
15. · Monitor, identify and resolve problems, and when necessary, route requests to internal and external resources for problem-solving.

16. · Delivers excellent customer service with a high degree of flexibility and independent judgement, following standardized operating procedures to meet the needs of internal and external customers.
17. · Conducts and/or participates in meetings, attend trainings and workshops, serve on committees, and attend other events as assigned.
18. · Performs other related duties as assigned.
19. Minimum Qualifications:
20. · Bachelor's degree in Social Services field, Public Health Administration, or related field preferred.
21. · Minimum 2-3 years' relevant experience in the field.
22. · Must possess strong written and verbal communication skills.
23. · Must possess excellent interpersonal and customer service skills.
24. · Must demonstrate the capacity to work effectively with electronic health records; experience with Therap preferred.
25. · Must demonstrate knowledge of DDD policies and procedures related to priority applicants, such as those with an acuity level need for services.