

Mental Health Association in Orange County, Inc.



**INTAKE & ENGAGEMENT SPECIALIST (CARE COORDINATION)
JOB POSTING**

- I. **Title:** Intake & Engagement Specialist
- II. **Reports to:** Care Coordination Program Supervisor
- III. **Job Objectives:**
- Provide outreach for the Care Coordination Department and care management services to individuals enrolled in the Health Home Program.
- Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange.**
- IV. **Qualifications:**
- Bachelor's Degree in related field with 1 year of experience providing direct services to medically underserved populations **OR**
 - Associate's Degree in related field with 2 years of experience providing direct services to medically underserved populations **OR**
 - High School Diploma with 4 years of experience providing direct services to medically underserved populations.
 - Ability to work independently with minimal direct supervision.
 - Effective written and oral communication skills.
 - Must be organized, self-motivated and have the ability to coordinate multiple tasks simultaneously.
 - Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
 - Valid NYS Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
 - Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.
- V. **Responsibilities:**
- Attend bi-weekly Care Coordination team meetings.
 - Attend trainings and meetings relevant to Health Homes.
 - Responsible for outreach process of all Health Home referrals including but not limited to: sending information letters,

- phone contacts, street contacts, researching referral locations and maintaining referral lists by outreach and hiatus status.
- Develop and build up a caseload for new clients and deliver care coordination services as outlined under Health Home Model for Care Coordination.
 - Provide assistance in entering all referrals into AWARDS.
 - Complete New York State Community Mental Health (CMH) assessments and reassessments.
 - Submit monthly billing for caseload.
 - Complete monthly scorecard data collection information.
 - Provide 24-hour on-call services when scheduled.
 - Maintain all client records electronically through GSI and AWARDS (Foothold Technology Electronic Record Keeping System).
 - Maintain all client files according to program policies and procedures
 - Establish and maintain linkage with appropriate community agencies and service providers.
 - Represent MHA at meetings as necessary.

VI. Other Duties:

- Answer Helpline minimally one (1) hour per week and more often as needed.
- In the spirit of teamwork, answer MHA's main office phone as needed.
- Participate in MHA's committees as needed.
- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

VII. Terms of employment/benefits:

- Non-Exempt.
- Forty (40) hours per week.
- Paid holidays, vacation, personal and sick leave according to MHA policy.

Please send letter of intent and resume to:
Kelly Czvik
Mental Health Association in Orange Co., Inc.
73 James P. Kelly Way
Middletown, NY 10940
or fax to (845) 343-9665
or email to kczyk@mhaorangeny.com