



TITLE: Intake Specialist

Responsibility and Scope of Practice:

An Intake Specialist is a mental health practitioner under the treatment supervision of a mental health professional or certified rehabilitation specialist who may provide an adult client with client education, rehabilitative mental health services, functional assessments, level of care assessments, and treatment plans.

This role is responsible for the workflow of client admissions and discharges. To provide outreach and communication with outside agencies who are interested in Thrive programs and services, to review referrals for appropriateness to the licensed services to ensure the program can support both the physical and mental health needs of the referral, and verifies insurance/program payment.

Hours Worked:

May be full or part-time; hours may include day time, afternoons, evenings and weekends. The majority of hours worked will be standard business hours to accommodate referrals. The specific number of times of scheduled hours should be established upon hiring. All persons in this position should be prepared to work weekends and holidays. Schedule changes may be made upon short notice to meet requirements of the program.

Responsible To:

Intake Specialists are directly responsible to the Program Director and under clinical supervision of the Treatment Supervisor - Mental Health Professional. This role works closely with Billing Specialists at the Central Office through remote consultation.

Qualifications:

Mental Health Practitioners must meet the qualifications in 245I.04 Subdv. 4 (a-d).

* Degree of Authority to Act:

A = Independently **B** = With supervisory consultation

Responsibilities and Standards of Performance:

- **B.** To work cooperatively with the Program Director and other staff in developing, implementing and evaluating client care and programming.
- **A.** Manage all aspects of the client profile in EHR system and keep detailed accurate information in client records.
- **A.** To review referrals and coordinate admissions in accordance with Thrive Policies.
- **A.** To ensure financial coverage for client services. This includes obtaining and maintaining insurance verifications prior to and throughout service duration, assisting clients in obtaining and maintaining state and county benefits, assisting clients in making payment plan arrangements, and coordinating with Thrive's Billing Specialists.

Thrive Behavioral Network, LLC

- **A.** To be responsible for coordination of community services for each individual receiving services in our programs. This would include medication management/psychiatry, individual therapy, outpatient chemical dependency services, outpatient mental health services, case management, ARMHS, etc.
- **A.** To be responsible for coordination of services inside the program. This would include ensuring completion of required paperwork on-time, coordinating with Mental Health Practitioners to provide daily services to clients, and other tasks as assigned by the Program Director to ensure client needs are met.
- **A.** To provide outreach and communication with outside agencies who are interested in Thrive programs and services. This may include occasional off-site meetings with other agencies and providing timely responses to email and phone inquiries.
- **A.** Provide direct care services to the clients including assisting in maintaining a clean, safe living environment, meal preparation and supervising, training and assisting the clients in every aspect of their life.
- **A.** To coordinate aftercare services and be involved in discharge planning for all clients receiving services in our program. This includes remaining an active member in all treatment team meetings throughout the clients stay in the program.
- **A.** All others duties as assigned and documented by the Program Director or Treatment Supervisor.

Competencies:

- Knowledge of symptoms and course of serious and persistent mental illness as well as medications and other therapies used to treat mental illness.
- Knowledge of evidence-based clinical practices.
- Demonstrable working knowledge of Vulnerable Adults Laws and other pertinent rules and regulations.
- Sincere interest in billing and insurance practices in mental health.
- Ability to develop appropriate therapeutic relationship with clients.
- Able to work independently and as a member of an interdisciplinary team.
- Able to use a computer for word-processing, database management and email.

I acknowledge that I have read and understand this document.

Date of Hire

First Date of Direct Contact

Signature

Date