

Job Title: Admissions and Intake Coordinator

Reports To: Program Director

About CLARE | MATRIX:

CLARE | MATRIX is a nonprofit organization providing effective and compassionate treatment, recovery, and prevention services for alcoholism and substance abuse to individuals, families, and the community.

Since 1970 CLARE | MATRIX has provided quality substance abuse and mental health treatment to men, women, and children in southern California.

Through programs run by a compassionate, committed, results-oriented team of counselors, therapists, and administrators, CLARE | MATRIX continues to build its reputation as a leader in Evidence-Based Treatment practices and continues to break new ground in the areas of positive outcomes, outreach, research, and community involvement.

Headquartered in Santa Monica, CA, CLARE | MATRIX maintains 18 facilities in the Southern California region; providing services to participants in a manner consistent with its Core Values: Compassion, Teamwork, Integrity, Empowerment and Adaptability.

Summary:

The Admissions and Intake Coordinator answers multi-Line telephones, screens and route calls. He/she also coordinates all facility appointments. Phone assessment and pre-authorizations are often completed by this person. He/she is the first contact for all parties seeking treatment. The Admissions and Intake Coordinator authorizes insurance benefits, assures eligibility and makes financial arrangements with patients or family. He/she must have the ability to work with substance abusers and their families, under conditions of crisis or stress, and must handle pressure. Also vital for this role, is someone who has a professional attitude in all dealings with patients, their families and staff.

Major Areas of Responsibility:

- Answers and respond immediately to telephone inquiries concerning potential client admissions.
- Performs admission assessments for all prospective clients.
- Verifies that the client to be admitted meets all clinical and financial criteria for admission
 - Coordinates mailing and information to potential clients and other parties.
- Assists outreach efforts as designed/requested by leadership.
- Utilizes supervisory feedback and evaluations to improve performance. ▪ Participates in on-call rotations.

- Verifies insurance coverage and/or assist with cash pay clients.
- Coordinates client admissions process with operations and clinical staff.
- Documents all inquiries and admissions activities to assist with monthly marketing report.
- Develops and maintains professional relationships with referents such as doctors, clinicians, facilities and families.
- Communicates assessment information to the treatment team and Program Director.

Knowledge, Experience & Skills:

- Working knowledge of medical insurance as it pertains to treatment.
- Must be able to work flexible hours including nights and weekends.
- Must be willing to accept on-call responsibilities.
- Must have effective communication skills and strong intervention skills.
- Ability to adapt to diverse client groups.
- Ability to react calmly and effectively in emergency situations.
- Ability to maintain confidentiality of information.
- Ability to demonstrate tact, resourcefulness and patience.
- Ability to effectively utilize computers, various software programs and technologies.
- Ability to multi-task and work within a fast-paced environment.

Education:

- High school diploma or GED required.
- Bachelor's degree preferred.
- Must have a minimum of one-year work experience in the field of substance abuse/mental health.
- Must have 2 year experience with intake/admissions in healthcare.

Medical History:

All employees whose functions require or necessitate contact with client or food preparation shall complete a health screening report or a health questionnaire. Health screening report or health questionnaire will be provided upon hire. For all residential employees a health screening report be completed and signed off by a medical practitioner signature for clearance. All outpatient employees will complete at minimum a self-report screening questionnaire.

TB test are to be conducted under licensed medical supervision not more than 60 calendar days prior to or 7 calendar days after employment and renewed annually from the date of the last tuberculosis test. Staff with a known record of tuberculosis or record of positive testing shall not be required to obtain a tuberculosis skin test. Unless there is documentation that the staff completed at least 6 months of preventive therapy, the staff shall be required to obtain, within 45 calendar days of employment, a chest x-ray result and a physician's statement that he/she does not have communicable tuberculosis and has been under regular care and monitoring for

tuberculosis. A chest x-ray within the prior 6 months is acceptable. The physician's statement shall be renewed annually.

Physical Demands:

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Work Environment:

This job will be primarily located at the CLARE|MATRIX offices, in Santa Monica, CA. While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

Conclusion:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

By my signature, I acknowledge that I have received and reviewed a copy of this job description:

Employee Signature

Date

CLARE|MATRIX is an equal opportunity/affirmative action employer. CLARE|MATRIX does not discriminate because of gender, sexual orientation, race, religion, age or physical, mental or sensory challenges. No qualified applicant will be denied employment sole on the basis of having or not having a prior history of alcoholism or other drug addiction.