

Job Title: Director of Admissions & Intake

Reports To: Director of Clinical Services

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 Director of Admissions is responsible for providing supervision, management and training all Call Center and Admissions staff and interns. This Director ensures that all potential clients are receiving the best service from the moment they pick up the phone and call the CLARE|MATRIX or walk through our door. This Director will oversee, maintain, and look for ways to improve all admission and call center systems, processes, and protocols.

Major Areas of Responsibility

- Supervise and train all Call Center Representatives who provide phone covering for incoming admission inquiries. This includes but is not limited to over the phone screening, answering pre-admission/general intake questions from potential client, families, or their referral sources, scheduling intake, gathering and then communicating insurance information
- Supervise and train all Call Center/Admission Representatives who are responsible for the intake process once a potential client is onsite. This includes but is not limited to conducting an ASAM, UA, CIWA, COWS, blood pressure, and making sure that all admission paperwork is signed
- Maintain close communication with program directors about bed availability and communicate this to the team
- Maintain fluent knowledge of and ability to train all service offerings of CLARE|MATRIX
- Responsible for keeping all training material current
- Responsible for organizing call center and admissions meetings and trainings

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- Monitor call center and admissions workflow and looks for ways to improve productivity and conversion rates
- Track disposition of potential clients and if staff is struggling assist staff with ways to get clients through the door
- Monitor calls on a weekly basis and identify opportunities to train staff
- Ensure that phones and intake are covered at all times managing time off requests and schedules
- Supervise and train all interns in the call center and admission department
- Adhere to company HIPAA and Privacy Policies
- Responsible for Call Center and Admission budget
- Complete ASAM Assessments as needed in Admissions Department.
- All other duties as assigned by Supervisor

Knowledge, Experience & Skills:

The ideal candidate would have a strong understanding of Substance Use Disorders with at least three to five years of admission experience.

In addition, the following are strongly desired:

- A passion for the mission, vision and values of CLARE | MATRIX
- In-depth knowledge of treatment approaches, evidence based practices and assessment standards
- Demonstrate the highest possible level of professional ethical standards and integrity
- Excellent communication and documentation skills
- Experience managing and coordinating a multi-disciplinary treatment team
- Experience leading a team and ensuring that policies and procedure are being followed
- Demonstrated dynamic leadership skills and the ability to supervise a multi-cultural staff
- Certification as an Alcohol or Other Drugs (AOD) Counselor required.
- Knowledge and experience working with insurance
- Experience with Salesforce is a plus

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.

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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's 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.

Compensation:

A competitive compensation package is offered with full benefits, 403 (b) plan and paid vacation. Salary is commensurate with experience.

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

Employee's Name and Signature

Date