VETERANS VILLAGE OF SAN DIEGO

https://vvsd.net/jobs/intake-coordinator-vrc-dmc11-09-2121/

Intake Coordinator, VRC-DMC

Hiring organization
Veterans Village of San Diego

Employment Type
Full-time

Industry
Non Profit

Date posted
November 9, 2021

Apply
Send your Resumes and Cover Letter to:

hr@vvsd.net

Description

Veterans Village of San Diego is looking for employees who are passionate about serving all veterans. Changing the life of a vet takes a whole lot of work. It also takes dedication and commitment to our motto: Leave No One Behind. But the rewards are out of this world! We work hard, but we also enjoy having fun together. If you wish to be a part of this team and are ready to work for a cause, not just a paycheck, then VVSD is the place to start!

We have a dynamic opening for an **Intake Coordinator, VRC-DMC**. The Intake Coordinator, is the DMC's Program's primary contact with applicants and referral sources the Intake Coordinator ensures everyone is treated with dignity and respect. Throughout the intake process, the Intake Coordinator is tasked with specific responsibilities that meet Drug Medi-Cal funding and contractual requirements and program goals. By maintaining high standards of care, the Intake Coordinator facilitates the intake process, reviews forms, beneficiary handbook, grievance and appeal policy and process, ensures all components of the intake process have been completed and successfully transfers the new resident to an assigned case manager. The Intake Coordinator also conducts outreach to various community-based organizations to discuss referrals and attends appropriate community-based and program-based meetings.

If you are a compassionate, and committed to successful outcomes, this is the position for you!

Responsibilities

- Meet with prospective clients to review applications, conduct initial assessments, formulate a recommendation to the Program Director, make referrals to other agencies and facilitate warm hand-offs when applicable; verify funding sources, (i.e., Medi-Cal, Grant per diem – GPT)
- Formulate a recommendation for either acceptance to the program or reasons to refer the client elsewhere and accurately track and maintain daily client count reports.
- Attend weekly intake review meetings; staff prospective clients as needed to ensure clients are admitted in a timely fashion.
- Communicate with prospective clients and referral sources on the status of an application.
- Establish and maintain both an intake schedule and if needed, a waiting list for prospective clients.
- Ensure resident's bags/belongings are inspected and medications are transferred to the Nurse or Pharmacy Tech.
- Coordinate treatment with the assigned case manager, and conduct an initial tour with the client to introduce her/him to the program and campus.
- Photocopy necessary Medi-Cal cards, eligibility verification forms, identification documentation to include photo id and DD214, etc.
- Perform crisis intervention and other counseling duties as needed.
- Utilize knowledge of counseling modalities to match the appropriate

treatment to client issues.

- Assess clients' appropriateness on therapeutic issues throughout the intake process; refer client to appropriate (VVSD and outside resource) specialized issues groups.
- Refer clients, as appropriate to their individual needs, to outside resources. (e.g. medical, dental, mental health, housing, legal, social services, veterans' benefits, etc.)
- Interface with other agency staff as appropriate regarding client needs and potential for treatment at the VRC.
- Develop and deliver case presentations at staff meetings to introduce applications of prospective clients.
- Develop a collegial relationship with referral sources and work as a team on client interventions when appropriate.
- Respond to queries from prospective clients and referral sources in a timely fashion.
- Conduct assessments at other sites, when approved.
- Review applications that have been submitted by approved referral sources (i.e. Public Defender, VA Liaison).
- Ensure all intake supplies are readily available, (e.g. intake packets, binders, ID badges, etc.)
- Maintain HIPAA/Privacy Notice/CFR 42 guidelines with regards to applications and client files.
- Submit a Daily Status & Funding Reports to program Director as needed.
- Handle and safeguard medications according to VRC nursing guidelines.
- Monitor the Norchem billing report and match clients/funding with invoices.
- Complete supply order documentation and maintain adequate urine specimen chain of custody forms & supplies required for urinalysis specimens for controlled substance testing.
- Attend weekly case management meetings to receive information about current program issues, exchanges information with other staff regarding client needs, problems, and progress and to participate in staffing special applications.
- Attend other clinical meetings as assigned by supervisor.
- Actively participate in supervision meetings as required.
- Perform other duties as assigned by supervisor

Qualifications

- Master's Degree in Social Work, Psychology, or related field
- Must meet the requirements for LPHA and have proof of active licensure or registered Intern status
- At least 2 year **paid** experience in an adult residential treatment setting
- Proficient with Microsoft Word and Excel and exhibit good data entry skills
- Prefer prior experience working with homeless population
- Knowledge of community resources for veterans
- Must have good time management skills and be able to work in a fast-paced environment
- Ability to work with diverse population
- Basic understanding of veterans benefits and issues
- Ability to fluently read, write and communicate in English
- Ability to comfortably, both mentally and physically, perform all aspects of job description
- Valid California driver's license, current vehicle insurance
- Veteran Status a Plus!

Physical Requirements:

- Ability to bend and lift light objects
- Ability to sit for extended periods of time while viewing a computer monitor
- Dexterity of hands and fingers to operate a computer keyboard
- Capable of hearing and speaking to exchange information
- Seeing to read reports and data
- Must be able to work in a noisy, busy environment.

Job Benefits

VVSD offers competitive pay and benefits including 12 paid holidays a year, paid vacation and paid sick leave, pension, health insurance, dental and vision plans.

Please Note:

• If you were a client of VVSD, you must have been out of all programs for a minimum of 2 years.

• Veterans Village of San Diego is an equal opportunity workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity, or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.