



VETERANS VILLAGE OF SAN DIEGO

https://vvsd.net/jobs/intake-coordinator_gpd_3-1-21/

Intake Coordinator

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!

The **Intake Coordinator** for our Clinical Treatment program would be the first 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 contractual requirements and program goals. By maintaining high standards of care, the Intake Coordinator ensures all components of the intake process have been completed and successfully transfers the new resident to an assigned case manager. Additionally, the Intake Coordinator conducts outreach to various community-based organizations to discuss referrals, attends appropriate community-based and program-based meetings.

If you are compassionate, flexible, resourceful, and dedicated in assisting our local veterans in overcoming these barriers, this is the position for you!

Responsibilities

- Greet Veterans who are seeking services in a respectful and compassionate manner; screen to determine eligibility and appropriateness for VRC; provide outside referrals if appropriate; facilitate interviews with Assessment Specialist for eligible candidates.
- Create, maintain, and oversee the flow from first contact through the intake process of potential clients seeking services.
- Responsible for the admission and registration of incoming residents to include completing initial paperwork and providing completed binder to assigned Case Manager.
- Ensure admission eligibility by conducting the following:
 - Check for outstanding warrants and 290 status
 - Verify funding source eligibility (i.e., Grant Per Diem)
 - Review application with Program Director, Mental Health Assessor and/or the Nurse
- Create campus ID badge and issue laundry card; issue linens to new client.
- Create client binder and organize all paperwork as appropriate
- Coordinate initial urinalysis testing and search of belongings
- Conduct an initial tour with client to introduce him/her to program and campus
- Coordinate warm hand-off to the assigned case manager.
- Essential data entry and data management activities include:
 - Accurately and corroboratively entering new residents into HMIS, SanWITS and Apricot databases.

Hiring organization

Veterans Village of San Diego

Employment Type

Full-time

Industry

Non Profit

Date posted

March 9, 2021

Apply

Send your Resumes and Cover Letter to:

hr@vvsd.net

- Add residents to and maintain the Master Bed Roster, Quarantine Roster, and other rosters and trackers as directed.
- Coordinate, facilitate and document on the Master Bed Roster and in Apricot bed moves through the system.
- Distribute Master Bed Roster, Quarantine Roster and Funding Counts to pertinent staff.
- Maintain all required HMIS data entry elements.
- Supervise and facilitate abandoned property notification process.
- Establish and maintain both an intake schedule and waiting list for prospective clients
- Maintain the following rosters and distribute weekly:
 - UA Roster
 - Restriction List
 - Home Group Roster
 - Orientation List
 - Clothing List
- Manage phone inquiries for treatment and route call traffic as indicated
- Maintain prompt responsiveness to voice mail and emails
- Attend weekly intake review meetings; staff prospective clients as needed to ensure clients are admitted in a timely fashion. Interface with other agency staff as appropriate regarding client needs and potential for treatment at VRC
- Respond to queries from prospective clients and referral sources in a timely fashion and communicate status of an application with appropriate prospective clients and referral sources
- Perform Crisis intervention and other duties as needed and refer as appropriate.
- Support Office B staff as required
- Other tasks as assigned by supervisor

Qualifications

- AOD certification through a known California Entity preferred
- Minimum of an AA degree in Human Services or related field; at least 1-year paid experience in an adult residential treatment setting
- Resilient, tenacious and accustomed to working in a fast moving, complex, fluid environment
- Exceptional organizational skills and ability to multitask through multiple competing priorities
- Must have very strong level of proficiency with Microsoft Word and Excel
- Must have excellent data entry skills
- Prefer prior experience working with homeless population
- Knowledge of community resources for veterans
- Self-motivated and able to work with little oversight
- Team player
- Able to work with diverse population
- Basic understanding of Veterans' benefits and issues
- Must be able to fluently read, write and communicate in English
- Must be able to comfortably, both mentally and physically, perform all aspects of job description
- Must be able to sit for long periods
- Veteran Status a Plus!

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.