



<https://vvsd.net/jobs/intake-coordinator-12-10-21/>

Intake Coordinator

Description

PURSUE YOUR PASSION, Not Just another Job!

The **Intake Coordinator** provides support to the Cohen Clinic as the first contact for services. The **Intake Coordinator** will conduct phone and face-to-face screenings and intakes on-site, via telehealth, and off-site (if applicable) for veterans, military, and their families. The **Intake Coordinator** will work with a multi-disciplinary team for case assignments, consultations, and care coordination.

If you are committed to positive outcomes, this is the position for you!

Hiring organization

Veterans Village of San Diego

Employment Type

Full-time

Date posted

December 16, 2021

Apply

Send your Resumes and Cover Letter to hr@vvsd.net

Essential Duties and Responsibilities

- Conduct initial intakes with veterans and /or family members. Coordinate case assignment with Cohen Clinic multi-disciplinary team. Document detailed intakes on the electronic health records (EHR) system; maintain comprehensive client referral tracking system. Prepare reports as requested by Clinic Director and Outreach Manager for continuous growth and quality.
- Provide services via telehealth platform, as required.
- Meet regularly with Lead Clinician or Clinic Director to coordinate case assignments, Outreach Manager, and Case Manager for client activities within clinic community room and at events, report referral to admission conversion rate; Provide ongoing program evaluation and recommendations to the Clinic Director and Outreach Manager for continuous growth and quality.
- Knowledge of local community resources and providing warm hand-offs for veterans and families needing external referrals.

Qualifications

- Master's Degree in Social Services field. Active AMFT, ASW, or APCC interns. Maintain license and/or certifications as required by state regulations. Stay current in the field of mental health, counseling, case management, and other related social services. *Bachelors with equivalent experience considered.
- Post master's intake coordination and/or case management preferred. Experience working with Veteran and Military populations is highly preferred. Bilingual candidates are highly preferred.
- Proficient with documenting within Electronic Health Record (EHR)
- Working knowledge of MS Word and Outlook
- Experience and knowledge of de-escalation techniques.
- Knowledge of mental illness and mental health diagnoses. Knowledge of various treatment modalities and methods. Knowledge of community resources.
- Demonstrated ability to:
 - Communicate clearly and effectively via oral or written means.

- Communicate appropriately with all levels of individuals.
- Make oral presentations and write clear detailed case notes.
- Present a professional and positive demeanor to staff, funders, officials, and the general public.
- Remain calm and maintain self-control during difficult circumstances and emergencies.
- Represent the agency and respond professionally in all situations
- Think analytically and evaluate the impact of treatment options and recommendations.
- Set work priorities and evaluate and create solutions to work-related problems.
- Think analytically and conceptually on a long-term basis.

Physical Requirements:

- Ability to bend and lift light objects
- Ability to sit for extended periods of time while viewing a computer monitor
- Must be able to work in a noisy, busy.

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.*