

Position Title: Intake & Referral Coordinator/ENCC
Program: Crook County CMHP
Program Location: Prineville, Oregon
Supervisor: Executive/Administrative Support Specialist; Program Director
Employment Status: Full Time, Regular
FLSA Classification: Non-Exempt, Hourly
Salary/Wage: \$17.00 - \$22.31

Duties:

1. Handle all incoming referrals from community partners and outside entities by contacting individuals and scheduling them for intake and assessment
2. Maintain professional and positive relationships with community partners
3. Be proficient and able to complete the intake process on the EMR "Dr. Cloud". Update or inactivate clients in the EMR as appropriate
4. Handle all tracking logs, as well as monthly referral reports for community partners
5. Receive and scan in all court judgments pertaining to behavioral health services
6. Coordinate with the main Redmond administrative office for all records requests
7. As the Exceptional Needs Care Coordinator (ENCC), prepare in advance for individuals transferring back into the community, or another facility, from the State Hospital. Coordinate with CMHP providers, as well as the appropriate community partners, to develop a plan and supports for these individuals
8. Answer phones, transfer calls, and take messages
9. Serve as back-up support to the front desk staff
10. Provide exceptional customer service to clients, their families, and community partners
11. Provide direct training to newly hired office staff
12. Other duties as assigned by the program director

Minimum Requirements:

Have knowledge, skills and abilities demonstrating competence in the following essential job functions:

- Have the ability to work independently and have the skills to be a team player
- Must have the ability to get along with co-workers
- Be able to use basic computer software, and demonstrate competence navigating within an EMR
- Possess the ability to meet and network with all community resources in order to provide the best customer service
- Use customer service skills with the clients or family members seeking help from our program

Tool and Equipment Used:

Computer for word processing, database and internet if needed. Fax machine, scanner, copy machine, telephone, projector, word, excel, outlook.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel, or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete an application using the link below along with a cover letter, resume, personal email address for communications and contact information for three supervisory references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](https://bestcaretreatment.org)