

<b>Job Title:</b>	Detox Intake Coordinator	<b>Position #:</b>	MS-
<b>Job Family:</b>	Medical Services (MS)	<b>FLSA Classification:</b>	Non-exempt (Hourly)
<b>Reporting Supervisor:</b>	Detox Program Director	<b>Level/Salary Range:</b>	MS-

### Job Description

**JOB SUMMARY:** The Detox Intake Coordinator is responsible for providing customer-friendly initiation to detox services, including total coordination, processing, and scheduling of patient referrals for services. All services provided will be person-centered and culturally competent. The Detox Intake Coordinator must demonstrate patience with clients, be aware of culturally appropriate behavior and its effects on the responses of clients and be flexible based on the needs of each client.

#### ESSENTIAL FUNCTIONS

1. Provides initial contact with all referral clients which may include initial interviews with all clients for either self- or professional referrals;
2. Follows up on the referrals in a timely manner to ensure that appropriate care is received, client is prepared for intake, and understands the detox process;
3. Communicates with patients in a timely basis for all scheduling requirements;
4. Follows protocols for proper authorization and processing of all referrals;
5. Enters all referral, hospital, outpatient, and other patient specialty health service information into the EHR according to agency policies and procedures;
6. Establishes a rapport with incoming clients;
7. Schedules clients for detox intake;
8. Ensures all referrals with co-occurring mental health or medical concerns are staffed with the treatment team, including medical/nursing staff when applicable, to determine that all entry criteria have been met;
9. Obtains the necessary information to facilitate authorization for insurance pay clients and provide the needed information and contacts to the clinical staff upon prior to entry into the program;
10. Discusses treatment and fee agreements for self-pay clients contracts prior to entry. When the client enters the program provides the needed information to the office and clinical staff;
11. Tracks census and monitors all beds for both state funded beds and the private sector, to maintain the proper ratio of beds available;
12. Provides daily status updates to staff during the staff meeting each morning to coordinate aftercare placements;
13. Works closely with the billing department and individual counselors to ensure billings and private payments are completed as required;
14. Other related duties as assigned by the Program Supervisor/Director.

#### ORGANIZATIONAL RESPONSIBILITIES

1. Performs work in alignment with the BestCare's mission, vision, values;
2. Supports the organization's commitment to diversity, equity, and inclusion by fostering a culture of open-mindedness, cultural awareness, compassion, and respect for all individuals;
3. Strives to meet Program/Department goals and supports the organization's strategic goals;

4. Adheres to the organization's Code of Conduct, Business Ethics, Employee Handbook, and all other relevant policies, procedures, and other compliance needs;
5. Understands and maintains professionalism and confidentiality per HIPAA, 42 CFR, and Oregon Statutes;
6. Attends required program/staff meetings and completes assigned training timely and satisfactorily;
7. Ensures that any required certifications and/or licenses are kept current and renewed timely;
8. Works independently as well as participates as a positive, collaborative team member.
9. Performs other duties as needed.

## **QUALIFICATIONS**

### **EDUCATION AND/OR EXPERIENCE REQUIREMENTS:**

- High School Diploma (or equivalent)
- 3 years' experience in a medical office, ambulatory care, behavioral health, or similar setting

### **LICENSES AND CERTIFICATIONS:**

- Must maintain a valid Oregon Driver License or obtain one upon hire and be insurable under the organization's auto liability coverage policy
- Current BLS

### **PREFERRED:**

- LPN or graduate from an approved medical assisting or other health related program preferred
- Will consider CADC certification
- Bilingual in English/Spanish

**REQUIRED COMPETENCIES:** Must have demonstrated competency or ability to obtain competency within a reasonable period for each of the following:

- Ability to communicate effectively with patients and staff in a professional, courteous, and respectful manner;
- Ability to use excellent customer service skills by telephone or in person with the clients or family members seeking help from BestCare;
- Excellent interpersonal skills, as well as the ability to work effectively, both independently and as part of an interdisciplinary team; collaborating with other internal and external teams, with ability to work with people of diverse backgrounds;
- Ability to maintain confidentiality of privileged information in compliance with HIPAA, 42 CFR, State Nurse Practice Act, and OAR's for detox programs, the Employee Handbook and all privacy and security regulations;
- Ability to read, write, speak and understand the English language fluently;
- Proficiency in MS Office 365 (Word, Excel, Outlook), EHR databases, virtual meeting platforms, internet, and ability to learn new or updated software;
- Strong organizational skills and attention to detail, accuracy, dependability, and follow-through;
- Results- and goal-orientated with a philosophy for continuous quality improvement;
- Excellent time management skills with a proven ability to meet deadlines;
- Strong critical thinking and decision-making skills that can impact safety of self and others
- Ability to build and maintain positive relationships;

- Ability to function well and use good judgment in a high-paced and at times stressful environment;
- Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively;
- Ability to work effectively and respectfully in a diverse, multi-cultural environment;
- Ability to work independently as well as participating as a positive, collaborative team member.

**TOOLS AND EQUIPMENT USED:** Standard office equipment including computer/laptop, copy/fax/scanning machine, printer, telephone or multi-line phone.

**WORK ENVIRONMENT/PHYSICAL DEMANDS:** The work environment is respectful, multi-cultural and inclusive, and the characteristics described above 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 manner that meets the standards for professional attire at Best Care or per department-or job-specific requirements (See Dress Code Policy in Employee Handbook). Other conditions/demands include:

- Primarily indoors (95%)
- Must wear required Personal Protective Equipment (PPE)
- Must wear attire as prescribed for staff working in Medical Services
- Frequently sits at a desk, stands, walks, bends/stoops, reaches above/below shoulders, uses arms, wrists, hands, and grasps/squeezes
- Occasionally twists, crouches/squats
- Must be able to perform repetitive tasks/motions, have good manual dexterity
- Must be able to lift/carry up to 20 lbs. frequently and push/pull 21-75 pounds occasionally
- Must be able to hear alarms/telephone/audio/normal speaking voice
- Must have clarity of vision: Near (<20"); Mid (>20" to < 20'); Far (> 20')
- Must be able to drive motor vehicle to perform job
- May be exposed to communicable disease

**ACCEPTANCE AND EQUAL EMPLOYMENT OPPORTUNITY:**

BestCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin/ancestry, religion, sex, sexual orientation, gender, gender identity, marital or family status, age, genetic information, expunged juvenile record, military status or performance of duty in a uniformed service, physical or mental disability, or any other characteristic protected by local, State, or Federal laws, regulations, or ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change.

Employee Name (Print)		Date:	
Employee Signature:			