

Intake Coordinator Job Description

Introduction

Blanton-Peale Institute & Counseling Center is seeking an Intake Coordinator to provide clinical oversight to the Intake process at its Outpatient Clinic.

Blanton-Peale thrives on diversity and highly encourages applications from people of color and diverse identities. Blanton-Peale offers an equal employment opportunity for all regardless of race, color, citizenship, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, veteran or reservist status, or any other category protected by federal, state, or local law.

Blanton-Peale Institute & Counseling Center was founded in 1937 as a response to the increasing needs of the Great Depression era. True to its early mission of attending to the holistic needs of individuals in community, our integrative approach of treating the whole person, drives our work by emphasizing physical, psychological, social, and spiritual wellness. Situated in one of the most diverse cities in the world, New York City, Blanton-Peale is passionate in serving vulnerable New Yorkers and is committed to treat people of all socioeconomic backgrounds, beliefs, races, ethnicities, sexual orientations, and gender identities. Through our training programs and outpatient mental health clinic, we embody an affordable and accessible approach that can ensure no one is turned away due to the inability to pay.

Summary: The Intake Coordinator provides clinical oversight to the Intake process at Blanton-Peale's Outpatient Clinic with an emphasis on an attentive initial client experience. The Intake Coordinator works closely with the Clinic Director and the Billing Department to ensure a streamlined process from the client's initial inquiry until the client is assigned to a therapist. To best fulfill this role, the Intake Coordinator will need to be timely in their response to clients and therapists and clinically savvy in handling initial crisis call situations.

Given the present COVID-19 pandemic, this position will begin in a hybrid model working remotely 3 days a week and on-site 2 days a week, with the expectation to be on-site more fully once it is appropriate to do so.

Duties:

- Reimagine present Intake process to ensure consistent monitoring of client inquiries as they come in via various modes (i.e. Intake email, Intake phone line, community referrals)
- Respond in a timely fashion to prospective clients via the mode that is most appropriate, either via email or phone
- Keep record of clients not appropriate for our clinic and refer to a more appropriate community resource
- Schedule and connect prospective clients with therapists for intake interviews
- Ensure completed intake forms and participate in Case Disposition to match clients to therapists
- Follow up with therapists and clients to ensure clinical process has begun smoothly
- Maintain a roster of weekly available Intake hours and therapy hours available for each clinician
- Maintain a small caseload of clients as determined by the Clinic Director
- Track basic data for reporting purposes, such as how clients initially heard about Blanton-Peale, referral source, etc.

Qualifications:

Licensed as a Mental Health Professional (LMSW, LMHC, LCSW)

Experience in an Outpatient Mental Health setting or other appropriate setting

To apply: Please send resume and cover letter to Chief Program Officer, Mickey Correa, at CPO@BlantonPeale.org. Applications will be reviewed on a rolling basis.