\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vice President-Human Resources/Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

President-CEO/Date

**MENTAL HEALTH RESOURCE CENTER, INC.**

**JOB DESCRIPTION**

**POSITION: INTAKE SPECIALIST-QUEST**

**EFFECTIVE DATE:** **JUNE 2014**

**STATUS: NON-EXEMPT**

**POSITION OBJECTIVES:**

The Intake Specialist-QUEST works closely with homeless individuals. The Intake Specialist completes assessments, provides supportive services and coordinates appropriate referrals.

**ESSENTIAL FUNCTIONS:**

1. Provides supportive services in accordance with program guidelines and requirements.

1. Conducts daily rounds through the streets of downtown Jacksonville and other areas where homeless congregate, seeking out homeless populations. Makes outreach services known and offers coordinated intake services.
2. Screens applicants, conducts assessments, and makes referrals to community agencies. Links individuals with appropriate services, arranges emergency and long term placements, and provides crisis interventions as needed.
3. Ensures eligibility criteria for services are met.
4. Evaluates effectiveness and satisfaction in following service recommendations.
5. Provides transportation if other means are not available.

2. Assures the accuracy, completeness and confidentiality of records.

* 1. Completes the Service Prioritization Decision Assistance Tool (SPDAT) on all individuals served.
  2. Documents or obtains documentation of past medical, psychiatric, homeless, and social history.
  3. Maintains current, accurate and comprehensive information in each record to include all activities, contacts and communications on behalf of individual served.
  4. Maintains administrative records
  5. Maintains all records required for the completion of monthly reports.
  6. Completes monthly Intake Specialist-QUEST reports within scheduled time period.

3. Acquires knowledge and develops expertise in the area of homelessness and the community resources to help this population. Participates in educating the community on the issue of homelessness and advocates for accessibility of community services. Attends community meetings regarding housing and other service issues for homeless individuals and families.

4. Serves as an advocate, assuring individual's rights as delineated in State and Federal Regulations and Department of Children and Families.

5. Assesses and monitors for risk, symptoms of trauma, and indications of abuse and neglect. Uses appropriate reporting mechanisms.

**ADDITIONAL RESPONSIBILITES:**

1. Maintains communication with supervisor relative to program functioning, unusual events, problems, as well as successful achievements.
2. Assists in the training and development of new employees.
3. Attends trainings, in-service sessions and staff meetings.
4. Other duties as assigned by Program Manager-Homeless Services and Assistant Program Manager-Homeless Services.

These lists of “essential functions” (primary duties) and “additional duties” are not intended to be exhaustive. MHRC reserves the right to revise this job description as needed to comply with actual job requirements.

**PERFORMANCE STANDARDS:**

1. Must make sound decisions independently on a daily basis, including but not limited to recognizing emergencies and life threatening situations and responding appropriately.

2. Must be able to interact appropriately with internal and external customers, including

Individuals receiving services, community service providers, supervisory staff and other department professionals.

3. Must be able to communicate and read English at the high school level in order to make accurate

entries in service records.

4. Documentation, reports and systems entries must meet internal and external guidelines for content, accuracy and timeliness.

1. Must maintain a minimum of 60% direct services as demonstrated through productivity reports.
2. Must abide by the RHBS Rules of Conduct and Code of Professional Conduct as found in the

Employee Handbook.

1. Must meet driving and vehicle insurance standards as outlines in the RBHS and Affiliates

policy and procedure manual, including owning a personal vehicle.

8. Must practice standard safety precautions as part of regular job duties, whenever applicable.

**MACHINES/EQUIPMENT/TOOLS USED:**

Touchtone Telephone

# Copy Machine

Desktop Computer

Pager

Shredder

Printer

Fax Machine

**SAFETY EQUIPMENT:**

Personal protective equipment used when at risk for exposure to blood, body fluids and/or airborne pathogens.

**QUALIFICATIONS:**

1. Formal Education/Experience:

Bachelor's degree in mental health or human services related field required.

or

High School diploma and one year experience working the homeless population or individuals with chronic mental illness and/or substance abuse history required.

2. Skills:

* 1. Must complete competencies assigned to position as outlined in the Orientation Competency Form.
  2. Proficiency in Microsoft Office Programs, Outlook and use of the Internet.
  3. Proficiency in RBHS MIS System demonstrated within three months of employment.

**WORKING ENVIRONMENT:**

1. Requires one-to-one interaction with individuals who may have serious and persistent mental illness and/or substance abuse disorder in various settings.
2. Interacts with individuals on the streets of downtown Jacksonville and other areas where the homeless congregate or receive services. This includes including but not limited to; transitional housing, office based settings, hospitals, jails, or locked inpatient units. Requires the ability to provide transportation, enter homes and living areas that may not be wheelchair accessible.
3. Requires the ability to travel to satellite facilities and community agencies.
4. Possible exposure to microwaves.
5. Possible exposure to and/or contact with blood, body fluids and air borne pathogens.

**PHYSICAL REQUIREMENTS:**

1.Requires the use of the telephone approximately 20% of the time.

2. Requires the use of computer approximately 30% of the time.

3. Requires sitting, standing and/or walking approximately 100% of the time.

4. Requires the use of sight, speech and hearing.

5. Requires the ability to lift up to 10 pounds.

6. Requires the ability to complete and maintain Crisis Prevention Intervention and CPR trainings.

**REPORTING RELATIONSHIP:**

Reports to Program Manager-Homeless Services

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation. (Please list any requested accommodation(s) below if an accommodation is necessary to perform the essential functions of this job.) It is also my understanding that my performance evaluation will be based on this job description.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (Please print)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

Accommodation(s) requested (if applicable)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_