



Winnebago County

The Wave of the Future

**JOB POSTING
(PROJECT POSITION)**

POSITION TITLE: Intake Specialist
LOCATION: Human Services
HIRING RANGE: \$57,872/Yr.
STATUS: Full time
HOURS PER WEEK: 40
WORK HOURS: 8:00 am – 4:30 pm

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

**WINNEBAGO COUNTY
POSITION DESCRIPTION
February 2022**

POSITION TITLE: Intake Specialist (Project Position)
DEPARTMENT: Human Services – Behavioral Health Services
PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Provides person-centered behavioral health assessment, short-term treatment, resources and education to clients in need of services. Develop and implement safety plans and document care provided.

ESSENTIAL FUNCTIONS:

1. Screens individuals requesting services through the Behavioral Health Services Division and assists client in obtaining appropriate services. These services could include linking the individual to a clinic therapist or psychiatrist, or referring to a private provider or other appropriate community resource. Gathers collateral information where appropriate.
2. Effectively manages assigned consumers to assure that other relevant service needs are identified and addressed, including making referrals to other units, agencies, or facilities when indicated and completing all required documentation and other record-keeping requirements in an efficient and timely manner so that consumer services are not delayed.

3. Ensures that pertinent case information is shared with supervisor and other relevant staff for purposes of risk management, quality improvement, and compliance with relevant Federal, State, and County mandates as they apply to the provision of services.

ADDITIONAL ESSENTIAL DUTIES:

1. Screens new referrals for clinic services and assist them in setting up services when indicated.
2. Conducts interviews with assigned individuals or families for evaluation and diagnostic purposes.
3. Obtains pertinent information from other community resources in developing individual and family treatment plans.
4. Thoroughly assesses individual and family strengths, needs, and safety/risk factors with sensitivity to their past traumatic experiences.
5. Consults with other therapists and members of the total treatment team for purposes of evaluation, treatment planning, case coordination, and case transfer to other team members.
6. Ensures that confidentiality regarding consumers and other office business is maintained at all times.
7. When necessary, functions as an interim case manager for new individuals while their overall service/treatment plan is being developed.
8. Documents services provided within the consumer's case records using formats spelled out in the clinic's policies and procedures.
9. Collaborates with other community professionals and agencies on consumer-specific service-related questions and concerns.
10. Acts as a back up for the Case Manager for the medical team.
11. Gives presentations as requested to interested community groups and organizations on behavioral health related topics as part of department's effort to provide the community with education and information services.
12. Acquires continuing professional education to keep current on new theory and practice and to maintain relevant licensure.
13. Presents clinic in-services as requested on topics of interest and expertise that are relevant to the clinic's overall mission.
14. Participates in various clinic and department-wide meetings, such as case conferences, administrative meetings, and in-service training programs, and become a member of ad hoc committees or ongoing committees as requested and needed.
15. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
16. Knowledge or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
17. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Clinical Supervisor.
2. Works with the psychotherapy and substance use disorder counselor team members, departmental staff, outside agencies, and members of the public.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Master's degree preferred from an accredited institution of higher learning, preferably in Social Work or Human Services related field. Minimum qualifications of a Bachelor's degree in Social Work or Human Services related field.
2. A minimum of two years of work experience performing mental health services preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to assess and develop appropriate safety plans and referrals for consumers of all ages having a variety of psychological, emotional, behavioral, interpersonal, and serious mental disorders and substance use concerns.
2. Have a knowledge of community resources.
3. Ability to work comfortably with and manage risk for consumers having various high-risk conditions, such as suicidal thoughts, violent impulses, sexual perversions, uncontrolled substance dependencies, etc.
4. Ability to work closely with a variety of professionals from various disciplines as part of a total treatment team.
5. Ability to accept and utilize supervision and direction while working within an agency team structure.
6. Ability to communicate effectively and professionally both verbally and in writing.
7. Ability to multi-task within a fast-paced and sometimes hectic clinic setting.
8. Ability to effectively plan and organize one's work so that required timelines are met.
9. Ability to address and resolve conflict and manage stress in a professional manner, including by actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
10. Possession of good documentation skills regarding consumer records, including the possession of basic computer skills and the ability to utilize computer programs to document and track service activity.
11. Work hour flexibility is required based on case needs.
12. Knowledge of computer applications including Microsoft Office applications and ability to learn and use electronic health record software.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other county departments and locations.