



JOB DESCRIPTION

Job title	<i>BHD Intake Counselor</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>BHD</i>	Position Type:	<i>Full-Time</i>

Job purpose

An intake counselor is responsible for completing triage and determine what services are needed collecting medical, physical, and mental history and special requirement of prospective clients. The duty includes but not limited to filling out forms, outlining reasons for seeking treatment and history of past treatment efforts, administer and score required tests, answer services offered and review program materials with clients and family members.

Duties and responsibilities

- Conduct triage assessment of potential clients, and communicate the assessment to clinicians and/or appropriate team member
- Responds to telephone inquiries, providing accurate information, complete pre-admission screening and determine suitable referral
- Collect all necessary data and documentation in compliance with program
- Communicate with applicants telephonically, online (e.g. video conferencing), or in-person regarding programs offered
- Using EHR to schedule appointments, input data and documentation
- Obtains and records accurate documentation
- Complete all required documentation and reports in a timely fashion
- Maintain statistic and other data, and support the outcome system
- Maintain good communication and relation with inter-department staff
- Consult with licensed care managers or licensed supervisor as needed

Qualifications

- Minimum of a Bachelor degree in Behavioral Health field (Counseling, Psychology, Social Work or Human Services)
- Minimum of two (2) years of experience in the Behavioral Health field
- Working knowledge of the addiction and recovery field and experience in clinical interviewing, patient assessment, family motivation, treatment planning, communication with external review organization or comparable entities, and working effectively with people of diverse backgrounds



華埠服務中心
Chinatown Service Center

Direct reports

Director of Behavioral Health and Clinical Supervisor