



Job Title: Intake Specialist – Front Office Admin

Status: Part-time, hourly, approximately 20-24 hours/week

Reports to: Office Manager

New Leaf Resources is both a Christian ministry and a professional agency. This position requires a high degree of compassion and comfort in a fast pace work environment. This position also requires a high level of initiative, professional demeanor, strong interpersonal and customer service skills, exceptional phone & computer skills, strong organizational skills, as well as a focus on precision and accuracy with detailed data entry.

Job Skills & Requirements:

- Critical Thinking
- Problem Solving
- Attention to Detail
- Compassion
- Patience
- Communication Skills
- Organization

Essential Duties & Responsibilities:

- Welcomes and greets all clients and visitors.
- Answers the phone while maintaining a polite, consistent phone manner using proper telephone etiquette.
- Helps clients in crisis by responding appropriately.
- Schedule and reschedule client appointments, notifying the therapist if the change is within 24 hours of the notification.
- Responsible for keeping the reception area clean and organized.
- Prepare new client paperwork packets.
- Intakes new clients and updates existing client demographics by collecting detailed client information including personal and insurance information and processing it according to New Leaf procedures.
- Facilitates client flow by notifying the provider of client's arrival, being aware of delays, and communicating with clients and therapists.
- Protects patient confidentiality by making sure Protected Health Information (PHI) is secured by not leaving PHI in plain sight and logging off the computer before leaving it unattended.
- Assist in maintaining client records in accordance with New Leaf Resources' procedures.
- Manage incoming and outgoing mail.
- Taking and documenting payments for client services rendered.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.

Required Knowledge, Skills and Abilities:

- Demonstrates excellent customer service skills and the ability to calm clients who may be distraught.
- Displays the ability to communicate with others effectively, listen closely and convey points clearly.
- Demonstrates the ability to use standard office equipment such as telephones, computers, copiers, fax machines and others.
- Shows proficiency with computer programs which may include Microsoft Word, Excel, PowerPoint, Outlook and others.
- Possesses the ability to adjust to constantly changing workloads

Education & Experience:

- High School Diploma
- Minimum of 2 years office receptionist or equivalent, mental health office experience preferred

Work Environment:

- This position works in a climate controlled facility. Direct and indirect contact with the clients is necessary, and the candidate should be able to walk, stand, sit and lift up to 30 pounds.

Reviewed: 11.2020