



Coordinated Intake & Referral Specialist

Employment Type: Part-time (up to 20 hours per week)

The Healthy Start Coalition of Osceola County, Inc., (Coalition) is a nonprofit 501(c) 3 corporation located in St. Cloud, Florida that leads a cooperative community effort to reduce fetal and infant mortality and improve the health and developmental outcomes of infants, childbearing women, and their families in Osceola County.

Essential Duties & Responsibilities: The Coordinated Intake & Referral (CIR), a.k.a. Connect, Specialist is an independent professional who will be primarily responsible for completing the initial contact interview with pregnant women and parents of infants screened for or referred to Healthy Start or the Coordinated Intake and Referral (CI&R) unit. Through the initial contact, the Intake Coordinator will review identified risk-factors, provide education and resource connections, and determine home-visiting program eligibility. The majority of the work can be performed remotely with some requirements to work in-person at the Coalition office. HIPPA guidelines and client confidentiality must be maintained. Hours can vary and have some flexibility, including working evening and weekend hours in addition to normal business hours.

Specific Activities:

- Initiate and complete initial client contact, either in-person or by telephone, within the specified program timeframes and guidelines based on information provided on the prenatal screen, infant screen or other referral
- Ensure that all clients' records are accurate, current and updated on a regular basis
- Determine and designate a "Program Eligibility" based on the information provided by the client during the initial contact interview and take appropriate actions (e.g., either refer the case to the appropriate program or close the case) based on these findings
- Based on risks and interview information, provide referral information to educate and improve client's knowledge and understanding of available community resources and services that support the well-being of women during pregnancy and/or during child's infancy (e.g., WIC, food banks, housing, mental health service, etc.)
- Ensure referrals, as well as closures, have been appropriately linked and documented within the database system and agency data function
- Ensure required correspondence and efforts (telephone, letter, in-person or other) are made when attempting to reach clients and communicate to providers, as stated in the program's guidelines
- Follow appropriate telephone etiquette when answering incoming calls, leaving messages and taking messages (e.g., identify yourself and program, speak clearly when leaving messages, etc.) and accurately verify caller's information
- Follow professional and respectful customer service skills
- Maintain established quantity and quality standards
- Complete professional work documentation and utilize time management and organization skills

Other:

- Participate in trainings, supervision and team meetings as requested
- Abide by all Healthy Start Coalition of Osceola County policies and standards of conduct
- Perform other duties as assigned by the Executive Director and/or immediate Supervisor

Education and/or Work Experience Requirements:

- Minimum BA/BS in human services, social sciences, social work, nursing, health education, health planning, healthcare administration or related field in an accredited program or AA/AS with three



years of public health/community development experience or two years of college with three years of public health/maternal-child health experience

- Must have a valid Florida driver's license with reliable transportation and a good driving record

Additional Eligibility Qualifications:

- Outstanding organizational skills.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary service.
- Must be able to travel to attend conferences, training and other events, as required.
- Ability to work flexible traditional and non-traditional hours.
- Must be flexible to provide needed coverage for other designated work locations.
- Ability to establish and maintain effective working relationships and communication with Coalition partner agency staff, Board committees, volunteers, staff, donors and the general public.
- Knowledge of Healthy Start, and other local health and human service providers.
- Knowledge of Connect and local maternal-child health home-visiting programs.
- Knowledge of maternal-child health issues/community resources.
- Knowledge of Healthy Start Standards and Guidelines.
- Knowledge of motivational interviewing techniques.
- Professional communication, documentation and time management skills.
- Manage a caseload; organize and prioritize work assignments; make decisions utilizing independent judgment; determine the appropriate course of action in urgent or stressful situations.
- Ability to interface effectively with a diverse population.
- Must have strong and effective listening, verbal and written communication skills.
- Ability to accurately code and input data and information into a data system.
- Ability to initiate, coordinate and follow up on incoming and outgoing referrals.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.
- Must be able to communicate effectively and be a team player at the Coalition, contributing to a positive work atmosphere.
- Must be able to commit to the Coalition vision and be passionate about its mission.
- Requires reliable transportation as travel may be required, valid driver's license, good driving record and automobile insurance.

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, and other federal, state and local standards.
- Must be able to travel to alternate locations.
- Required to sit, stand, walk, speak and hear while performing the duties of this job, regularly. The position requires extensive computer use so the employee must have sufficient hand dexterity to use a computer keyboard and be capable of reading a computer screen.
- Lifting/carrying up to 25 pounds.

The Healthy Start Coalition of Osceola County, Inc. requires all new hires to pass a local and national Level 2 criminal background check and complete e-verify as proof of authorization to work in the United States prior to being hired. We are an Equal Opportunity Drug Free Workplace Employer.