Intake Specialist – Fee for Service

Position Summary
As part of IMPACT Alcohol and Drug Abuse Services Program (AODA), the Intake Specialist screens clients for eligibility for Milwaukee County funded AODA treatment at community locations, such as hospitals and social service organizations, and determines appropriate level of care. The Intake Specialist facilitates referrals to the agency selected by the client. The Intake Specialist is also responsible for voucher maintenance information. The Intake Specialist must have reliable transportation, a valid driver’s license and a vehicle insurance.

This is a fee-for-service position. Your rate of pay will be $100 per case / $15 per hour for training, team meeting or other non-case work you might be asked to do. There will be a minimum of four cases per week. Initial and subsequent client contact, related documentation, and record keeping are considered to be one case.

Principal Responsibilities
1. Screens clients at identified community locations for eligibility and appropriateness for Milwaukee County funded AODA treatment and Milwaukee County funded Ancillary services.
2. Enters client data at time of initial screening and document pertinent facts in client’s file.
3. Refers eligible clients to agency of their choice and set up initial intake appointment also have clients pick and Recovery Support Coordinator (RSC) agency.
4. Maintains communication (E-mails) with all agencies involved with the client
5. Keeps daily log of clients seen and document referrals
6. Maintains regular phone contact with Milwaukee County AODA Bureau regarding voucher details/changes.
7. Assist clients with other social service needs – housing/shelter, mental health care, and medical care.
8. If client is ineligible for county funding, works with client on alternatives for treatment.
9. Conducts monthly case review and closing of vouchers.
10. Adheres to IMPACT values of team, customer service and value added.
11. Ensures that IMPACT is compliant with applicable federal, state, and local laws ensuring client confidentiality.
12. Adheres to Milwaukee County policies and procedures.

Background / Experience
1. Master Degree required
2. CSAC preferred.
3. AODA experience required.
4. Possess the ability to learn and use computer software needed to maintain Milwaukee County AODA Bureau system.
5. Customer service experience.

Abilities and Skills
1. Excellent customer service skills, both internal and external.
2. Able to work effectively in a team-oriented environment.
3. Effective written and verbal communication.
4. Strong problem-solving skills.
5. Commitment to accuracy and detail.
6. Strong judgment and decision making skills.
7. Cultural competency skills necessary to work effectively with diverse customers.
9. Consistently models empathy and good listening skills.
10. Fluent in Spanish and English a plus.

You can fill out a Job Application on our website: [http://www.impactinc.org/career-opportunities/employment-opportunities/application-form/](http://www.impactinc.org/career-opportunities/employment-opportunities/application-form/) or you can email your Resume to [Resume@impactinc.org](mailto:Resume@impactinc.org)

IMPACT is an Equal Opportunity Employer.