



Job Title: Intake Specialist

Pacific Center for Human Growth (Pacific Center) is a 50-year-old LGBTQIA+ mental health clinic in Alameda County, and a critical resource for the health and wellness needs of the local LGBTQIA+ and QTBIPOC communities. Pacific Center offers low cost individual, couples and family mental health services; HIV support services; peer support groups; and a vibrant youth and older adult programs.

Job Description:

The Intake Specialist reports to the Senior Intake and Quality Assurance Manager (IQA) in support of intake processes at Pacific Center's Clinic (the Clinic); welcoming clients to the center, client registration, client assignments (as needed), waitlist and caseload management, and supporting training and orientation process. The Intake Specialist collaborates across the agency to ensure that client referrals and intake are completed in alignment with State and County guidelines and reporting requirements, and Pacific Center's Mission, Values, and Diversity Equity & Inclusion Initiatives.

Primary Responsibilities:

- Works with Front Desk Admin (FDA) to welcome clients and community partners to the center.
- Answers and returns questions, calls, and emails regarding client referrals, phone screens, and the waitlist in collaboration with the FDA
- Organizes therapy room schedules for clinicians and clients. Opening the center and rooms as well as closing and locking when needed
- Coordinates with Operations Coordinator to ensure that online tools and phone systems are current and available for client registration services and appointment setting, providing back end support to ensure that online schedulers and email are synchronized and properly functioning.
- Coordinates all aspects of the client referral and registration process, including: delegating client appointments to clinicians and finding coverage when clinician is not available
- Keeps informed and up to date regarding eligibility criteria for clients in the clinic and other programs and can answer outside inquiries appropriately by phone, email, or walk-ins.
- Coordinates aspects of onboarding experience in relation to client registration services, i.e. working with the Clinic Director and IQA on overview tools, systems, and processes, to determine wait times and assign clients from the waitlist.
- Keeps Salesforce and the caseload tracker up to date with necessary information about newly registered, returning, and transfer, clients.
- Completes Medi-Cal referral processes with any Medi-Cal Partners
- Opens charts and assigns client identification numbers as needed.
- Files documentation such as referral letters, forms, and eligibility documents.
- Supports the clinic with referral streams, including networking with other providers to find and coordinate referrals and client care
- Coordinates and monitors community assignments for clinicians as needed

Other Responsibilities:

- Supports orientation training for clinicians with Clinic Team
- Attends regular clinical consultation/staff meetings with clinicians to provide program updates, training, and consultation as needed
- Meets with IQA regularly for supervision.
- Supports and utilizes scheduled “drop-in” hours for client care training and check-ins with clinicians as needed

Preferred Qualifications & Experience**Required:**

- Familiarity with Medi-Cal fee-for-service, Private Pay clients and Super Bills, Ryan White eligibility, and therapy and case management services.
- Familiarity with HIPAA, Mental Health / Clinical Services, Telehealth Services
- Technological acuity
- Detail and task oriented. Strong organization and time management skills. Ability to both self-manage and execute on clear directives
- Ability to communicate effectively with different stakeholder groups, both verbally and in writing
- Strong interpersonal skills and adaptability
- Attention to detail
- Familiarity and experience working with LGBTQIA+ community
- This is an onsite position in downtown Berkeley, CA. Must be able to reliably commute to location on a daily basis. (We’re near a BART station!)

Desired:

- 3+ years experience in Administrative and/or Clinical Support or Management, Project / Program Coordination or Management, Document Control, Data Management, or any combination thereof

Preferred:

- BA; Psychology, Public Health, Humanities, LGBTQIA+ Studies or equivalent work experience in a related field of practice
- Proficient in microsoft office, Excel, google workplace & salesforce

Compensation and Time Commitment:

- \$30 per hour
- Part time position - projected currently at 20 hours per week, with potential time increases as additional funding is brought in
- Full health benefits (medical, dental, vision) for employee, and partial for family members (if at over 20 hours per week)

- 24 paid holidays, including ten days of organizational closure - one week in winter, one in summer, and two floating holidays, in addition to numerous staff holidays, paid vacation, and sick time.

APPLICATION PROCESS:

Applications will be received and considered on a rolling basis until the position is filled. Please send (via CC) your application materials including your cover letter, diversity statement, and resume to Lasara Allen, Executive Director, at lasara@pacificcenter.org and Shanna Bowie, Director of Community Programs, at shanna@pacificcenter.org.

ABOUT THE PACIFIC CENTER:

Pacific Center for Human Growth is a 501(c)3 non-profit organization and an equal opportunity employer.

*All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. **QTBIPOC and LGBTQIA+ and Multilingual candidates are especially encouraged to apply.***

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