



## Job Description

<b>EMPLOYEE CATEGORY:</b>	Admissions Intake Coordinator
<b>WORKING HOURS:</b>	Monday-Friday and as needed
<b>STATUS:</b>	Non-exempt
<b>REPORT TO:</b>	Admissions Office Supervisor, works with Admissions Director
<b>GENERAL DUTIES:</b>	The Client Intake Coordinator ensures a seamless and supportive intake experience for individuals seeking treatment services by screening and scheduling prospective clients for admission, in alignment with, and to further promote, the mission, vision, and client-centered service objectives of the organization.

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### KEY RESPONSIBILITIES

1. Coordinate client intake processes, including determining eligibility for services, scheduling and guiding client through the admissions process.
2. Manage and obtain accurate client records, ensuring confidentiality and compliance with regulations.
3. Communicate effectively with clients, families, referral sources and the Admissions team to facilitate a comprehensive and individualized Intake experience.
4. Schedule and organize appointments aiding in maintaining organization census and workflow.
5. Assist in providing accurate information and resolving client or potential client concerns and questions regarding services the organization provides.

### KEY PERFORMANCE INDICATORS:

1. Demonstrate a proficiency in screening and assessing the eligibility of prospective clients to ensure timely access to services.
2. Demonstrate an adherence to client record keeping requirements and standards through regular chart audits.
3. Demonstrate an ability to problem solve and communicate concerns, solutions, and ideas effectively, and in a professional manner with team members and supervisors.
4. Demonstrate an ability to coordinate Intake calendars to reflect census and wait times.
5. Demonstrate a robust understanding of processes and services provided by Lifetime Recovery to provide accurate information to address concerns or inquiries from clients, referral sources, family members or the public.



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**SKILLS AND ABILITIES REQUIRED:**

- Fluent in Microsoft Word, Excel, and EMR Systems & Databases.
- Communication skills; verbal, non-verbal, written and interpersonal.
- Effectively works with leadership and team members.
- Strong organizational and multitasking abilities.
- Confidentiality to client, employee data and information relating to the TEAM.
- Compassion and empathy towards individuals seeking recovery.

**REQUIREMENTS:**

- High school diploma or equivalent
- Type min 35 WPM
- Preferred 1 year or more equivalent experience in these areas: administration, business management, direct customer service, public health, or behavioral health
- Must successfully pass a pre-employment drug screening and background checks, with continued compliance throughout the duration of employment

**ACCEPTANCE:**

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Employee

\_\_\_\_\_  
Date

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Supervisor/Human Resource

\_\_\_\_\_  
Date