



POSITION DESCRIPTION

<u>Position Title</u> Client Intake Specialist	<u>Department</u> Client Services	<u>Date</u> November 2018
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Function:

Under the supervision of the Client Services Coordinator, conduct low-threshold intake assessments to determine individual client needs and refer to services across agency locations and to external service providers.

Representative Duties:

- 1. Facilitate access to resources that will assist clients in optimizing health outcomes and moving towards self-sufficiency, through comprehensive intake and referrals to internal and external programs and services:**
 - Provide information and referrals to individuals seeking services by receiving and responding to them in a timely, sensitive manner.
 - Conduct low-threshold, trauma-informed intake assessments to determine individual client needs and barriers to service delivery and health care access;
 - Answer questions about the service delivery system, including services offered at AAC and Fenway Health locations. Make appropriate internal referrals to programs/services across all AAC and Fenway Health locations for medical, behavioral health, housing search, financial assistance, substance use, sexual health, and legal services.
 - Provide linkage with existing service programs to maximize access to services, targeting individuals living with HIV who are not connected or sub-optimally engaged in HIV care and treatment, those who are homeless, substance users, recent immigrants, and people of color.
 - Develop and maintain a wide-ranging resource network for people living with or at risk of contracting HIV, Hepatitis C, and STIs.
 - Maintain timely and accurate paper and electronic record of all services requested and referrals made.

- 2. Provide back-up coverage to the reception area at the Amory Street location:**
 - Provide exceptional customer service to clients, visitors and callers by answering calls and greeting visitors in a friendly and professional manner;
 - Ensure that clients and visitors are connected with the appropriate staff member who can best meet their needs;
 - Inform staff, clients, and visitors of daily site activities, meetings, etc.
 - Maintain reception area to ensure that it is kept free of clutter and stocked with relevant resources and safer sex and drug use supplies;

- 3. Meet agency participatory expectations:**
 - Adhere to all agency and departmental policies and procedures
 - Participate in quality assessment and improvement activities as requested
 - Adhere to the highest principles of client confidentiality
 - Adhere to established safety policies, procedures and precautions; enforce agency's policies and clinical procedures, including safety and crisis procedures.
 - Attend all required meetings, in-services and professional trainings
 - Maintains professional competence necessary to perform job responsibilities; maintains and provides agency with records of continuing education activities

- 4. Perform related duties and projects as assigned**

Requirements:

- Bilingual in Haitian Creole or Spanish preferred.
- BA or equivalent two years human services experience.

- Demonstrated exceptional customer service required.
- Experience with HIV services; understanding of HIV care, treatment and prevention.
- Medical and systems navigation experience strongly preferred.
- Strong computer skills and proficient in the use of Microsoft Word and Outlook, as well as electronic databases required.
- Strong administrative and organizational skills.
- Experience and comfort in issues related to substance use, harm reduction, homelessness, mental health, and/or bilingual/bicultural and GLBT communities.
- Ability to work independently and as part of a team.

Physical Requirements:

- Ability to meet the following physical requirements with or without reasonable accommodations:
 - Sit at a computer station for extended periods of time
 - Ability to keyboard for extended periods of time