

## INTAKE COORDINATOR

<b>Job Status:</b>	Part-Time/Full-Time	<b>Reports To:</b>	Administrative Director/ Office Manager
<b>Pay:</b>	Starting \$17 hour, \$32K year	<b>Date:</b>	January 1, 2024
<b>Hours:</b>	M-F; Flexible Hours		
<b>Qualification</b>	Must have an associate degree in healthcare management, business, or related degree or has high school diploma/GED and at least 5 years relevant work experience supporting medical office operations; A Bachelor's degree in healthcare management, business, or a related degree <u>is preferred</u> ; Must have updated child abuse clearance, and FBI and state criminal background checks.		

### Company Information

Children's Universal Behavior Services (affectionately known as "CUBS") was founded in the Pocono Mountains to meet the growing need for comprehensive behavior services for children, their families, and educational institutions affected by autism and related disorders.

Our team has a distinct and effective approach to implementing behavior analytic services, grounded in the evidence-based practice of Applied Behavior Analysis (ABA). CUBS individualized behavior programs have a common goal - to encourage wellness, foster independence and inclusion, prepare for learning, and promote personal empowerment so that children and their families can **THRIVE**. By actively engaging with their communities, peers, and collaborative care providers, children are more likely to maximize their potential and quality of life.

CUBS operates a center in Shawnee on Delaware, Pennsylvania and serves children ages 0-13 in school, home, and community-based settings with exceptional therapeutic and habilitative treatments. Services also include parent training and consulting, as well as training for professionals who are involved in the treatment and education of children.

To apply online or for more information about CUBS, please visit [www.ChildrensUniversal.com](http://www.ChildrensUniversal.com).

### Position Summary

We are seeking an energetic, caring, and mission-driven individual eager to help us bring ABA services to underserved communities. The Intake Coordinator is responsible for managing the process that guides potential clients from their initial service inquiry to the inception of services with their clinical care team. The Intake Coordinator is the CUBS liaison for all new families. They are equipped to guide all seekers of services to understand the fundamentals & benefits of ABA, communicating the process and prerequisites for enrollment at CUBS, as well as, the intent of ABA therapy and expectations of caregiver participation. They manage an active wait list database and communicate with this group regularly to solicit updates, share guidance, announcements and resources for their various needs. They will ensure thorough intake processing, including verification of insurance coverage, reviewing and explaining

various intake forms and enrollment policies, coordinating authorizations, leading the effort to assure readiness of new ABA programs, and then seamlessly handing-off to the clinical care team.

The Intake Coordinator reports directly to the Office Manager for daily guidance and prioritizing workload, as needed. From day-to-day, the Intake Manager may receive requests from the Clinical Director or Administrative Director to assist with time-sensitive and administrative tasks. They operate independently and utilize all available resources to communicate and coordinate efficiently with prospective clients and CUBS team members while ensuring all activities comply with the safe handling of Protected Health Information (PHI).

### **Skills and Qualifications**

- Ability to take initiative and lead in an environment of constant change
- Ability to build rapport and connections with potential clients from all backgrounds, exuding warmth, empathy, and reliability
- Ability to work independently and in collaboration with a cross-functional team
- Strong organizational, time management, analytical, problem solving, and customer service skills
- Reliable and agile, with the ability to prioritize daily tasks to meet weekly objectives, while managing multiple tasks at once
- Demonstrates discipline and persistence in achieving goals
- Understands HIPAA compliance and maintains confidentiality
- Exceptional verbal, written, and interpersonal communication skills, including phone, email and text messaging etiquette
- Strong understanding of Microsoft Office suite; Microsoft Teams, Zoom and other virtual meeting platforms; Adobe Acrobat document editing and electronic signature; and has computer literacy to operate independently with purpose and efficiency
- Knowledge of general health insurance is preferred but not required
- Bilingual in Spanish is preferred, but not required

### **Duties and Responsibilities**

- Fields all inbound ABA service inquiries for geographic territory across channels and media, including phone, email, text and social media handles
- Educates caregivers on the CUBS model, the benefits of ABA, and our standards of quality care
- Interviews caregivers to learn more about their child, discussing the caregiver's concerns and goals, and understanding the child's skill level, safety concerns, and explores their environments
- Verifies eligibility, to include commercial and medical assistance (Medicaid) benefits/coverage and walks caregivers through the enrollment process; explaining authorizations, documentation requirements (diagnostic evaluations, written orders, behavior assessments, etc) and intake policies.
- Manages & tracks client progress through the intake process ensuring all steps are completed, all intake forms are signed, organized, stored and updated annually (if required),
- Schedules all necessary assessment appointments and reports deadlines are coordinated with the main office
- Ensures the caregiver and child are well-prepared to begin services
- Manages maintenance of intake process and client waitlists, and ensures frequent communication with caregivers throughout the process to ensure they feel supported and informed every step of the way



- Works cross-functionally with directors, assessors, administrative staff, insurance specialists, schedulers, and recruiters to acquire insurance authorizations, assess client capacity, and coordinate new client start dates
- Manages documentation of client information and coverage to ensure diligent record keeping
- Manages intake procedures, documentation standards, assessment appointments, and assessment report deadlines, to ensure effective and consistent execution across the team all the way to the treatment authorization approval
- Develops and implements helpful resources to support the intake process and caregiver education

### **Education, Training & Experience Requirements**

- Must have an associate degree in healthcare management, business, or related degree or has high school diploma/GED and at least 5 years relevant work experience supporting medical office operations;
- A Bachelor's degree in healthcare management, business, or a related degree is preferred
- 2+ years intake experience required (familiarity/experience with ABA preferred)
- Project/Program Management experience is preferred

### **Benefits of Joining CUBS**

- Part-Time and Full-Time positions available with flexible hours
- Competency-based compensation
- Six (6) paid holidays
- Paid time off (PTO) for full-time employees
- Employee Wellness Program
- Language Stipend

### **Application Procedures**

Submit a letter of interest, resume of relevant experience, and names and contact information for three (3) references via our website ([www.ChildrensUniversal.com](http://www.ChildrensUniversal.com)), under the Employment page. You are also welcome to fax, mail or deliver your application package and clearances to the address below. We are looking forward to connecting with you!

#### **Children's Universal Behavior Services**

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