

## **INTAKE COORDINATOR**

DEPARTMENT: Meals-on-Wheels

SUPERVISOR: MOW Services Coordinator

Approved by: Chief Operating Officer

Date: November, 2021

FLSA: Non-exempt

## **POSITION SUMMARY**

Process participant referral calls by determining program eligibility according to NCDAAS guidelines, complete required forms, make referrals to other community agencies or services. Manage the waiting list, schedule assessment appointments, monitor and update Help Line referrals database, general office duties, and other program functions as assigned.

## **QUALIFICATIONS**

### **Education, Experience, Training:**

High school graduate with previous experience in office administration preferred.

### **Knowledge, Skills, Ability:**

- Computer experience in Microsoft Office
- Organizational and multi-tasking skills with emphasis on accuracy
- Excellent communication skills, both verbal and written
- Ability to communicate with older adults and people with disabilities, and their caregivers as well as medical and other professionals in the community
- Ability to handle sensitive information in a confidential manner
- Ability to work with maps and mapping software

### **Physical Requirements:**

Sedentary work with some driving and lifting. Repetitive motion, close visual acuity, talking, listening. Not substantially exposed to adverse environmental conditions.

## **ESSENTIAL FUNCTIONS**

60% Process participant referral and information calls, completing appropriate documentation, and determine eligibility according to NCDAAS guidelines; maintain program waiting list; maintain participant databases for waiting list in SERVTracker and create reports.

20% Provide phone back-up (calls and non-deliveries) for the department; maintain a professional working relationship with health professionals, social workers, community agencies, and satellite employees; back-up for daily meal orders for MOW and SL, general office duties and other program functions as assigned.

20% Coordinating with participant services team, schedule assessment/enrollment appointments.

## **SUPERVISORY RESPONSIBILITIES**

Responsible for own work only.

## **AUTHORITY/ACCOUNTABILITY**

Works under general supervision and reports to the MOW Services Coordinator.

## **PROBLEM SOLVING**

Solves problems associated with NCDAAS guidelines relating to participant records and eligibility. Determines immediacy of needs when speaking with a potential participant.