



JEWISH FAMILY AND CHILD SERVICE JOB DESCRIPTION

Job Title: Intake and Emergency Aid Provider
Employment Status: Hourly - Non Exempt
Program/Department: Intake/Emergency Aid
Supervisor: Clinical Director/Deputy Director
Date Prepared/Updated: March 3, 2022
Salary Range: \$35k - \$45k (1 FTE)

Highlights

- Flexible Working Hours
- Flexible Work Location
- Reimbursed Parking
- Collaborative team environment
- Extensive and accessible benefits

Purpose and Qualifications for Job:

The mission of Jewish Family and Child Service is to improve the lives of adults, families and children in the Jewish and general community.

The primary role of this position is to facilitate client connection and intake with JFCS Counseling services and other community supports while simultaneously dispersing funds for the Emergency Aid program. The provider will assess and complete emergency aid requests including case management and resource distribution. This includes information collection, including demographics, finances, and insurance information, including verification. This may include essential behavioral health responsibilities including screening, intake and orientation, evaluation and intervention, treatment planning, referrals, crisis intervention, counseling, patient education, case management, reporting and record keeping. Other duties include assisting with administrative duties related to the Counseling department, including documentation, insurance verification and billing. If appropriate, this provider would be able to receive supervision towards licensure. The person who works in this dynamic position is culturally competent and understands the diverse needs of the community.

Required Knowledge, Skills and Abilities:

- Ability to perform phone and online intakes that meets the needs of emergency aid, behavioral health, and referrals.
- Perform basic case management and problem solving activities to ensure that clients are able to utilize aid funds.
- Bachelors degree in social work or degree in a related field. Must have knowledge and skills of program best practices. Masters level social worker degree holders encouraged to apply.
- Capacity to collect and process a wide range of demographic, financial, and health insurance information.
- Ability to verify insurance and payment sources for potential counseling and case management clients.



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- Ability to ensure compliance with grants and contracts with a variety of funders with varied guidelines, rules, program and reporting requirements.
- Ability to effectively work with and understand the Jewish community of Portland including but not limited to families, seniors, people with disabilities and Holocaust survivors.
- Excellent interpersonal, written and verbal communication skills, including group facilitation and presentations
- Ability to encourage, support and be a part of a team to accomplish JFCS' mission and goals
- Skills in computers and related technology including but not limited to telehealth (Zoom, etc), internet, email and databases

Job Responsibilities:

- Note: All intakes and sessions are currently taking place remotely through Zoom
- Manage Emergency Aid program and develop case management interventions
- Verify payment and insurance eligibility for counseling clients
- Quickly respond to request for emergency aid and mental health referrals
- Organize workload to meet program intervention milestones within program timelines
- Promptly complete required client record documentation
- Facilitation/collaboration with outside agencies and community programs including but not limited to medical, financial and mental health services
- Completes recruitment, scheduling, screening, counseling, case management, and data collection with team and supervisor
- Participates in Utilization Reviews (UR) to assure quality of services and that files are meeting agency and HIPAA standards. Prepare UR reports for supervisor and Quality Assurance Committee review and ensures that corrections are made in a timely manner
- In conjunction with the management team, provide input on programs' budgets, reviews monthly programs' financial reports, analyzes programs' performance based on goals, work plan and financial criteria and reports progress on a monthly basis
- In conjunction with the management team, participate in the development of annual work plan based on the agency's strategic plan and goals, assist with quarterly reports on programs' progress, evaluates progress towards goals and makes service priority or course correction recommendations to management team
- Maintains professional and ethical competency by adhering to the NASW Code of Ethics
- Other duties as assigned



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Working Conditions:

- Ability to work from home if needed to and to follow safety precautions related to COVID.
- Extensive use of computer and keyboarding; use of hands for repetitive grasping, pushing and pulling, fine manipulation
- Will occasionally bend, squat, climb
- Work is light in nature, lifting maximum of 35 lbs
- Occasional lifting and/or carrying of objects weighing up to 20 lbs

(Employee)

Date

(Supervisor)

Date

(Executive Director)

Date