

**Tuerk House, Inc.**  
**JOB DESCRIPTION**  
**MARYLAND CRISIS STABILIZATION CENTER**

**OBJECTIVE:**

Through the support and leadership of the State of Maryland, BHSB has developed a 24 hour per day, 7 days per week Crisis Stabilization Center in partnership with the Baltimore City Health Department (BCHD) to address substance use and overdose in Baltimore City.

**POSITION:** **Intake Specialist**

**POSITION REPORTS TO:** **LCSW-C**

**STATUS:** **Non-Exempt**

**Position Summary**

The Intake Specialist is responsible for providing administrative support in order to ensure that services are delivered in an effective and efficient manner. The individual greets and provides consumers or clients service for visitors of Tuerk House, Inc. Additionally, the Intake Specialist answers and routes telephone calls, takes messages and accepts packages including performing other clerical duties as needed.

**Duties and Responsibilities**

**Visitors to Tuerk House**

- Monitor front entrance for visitors. Manage and greet visitors e.g. consumers, clients, and others that enter reception area in a polite and respectful manner. Provide instructions and/or direct visitors/consumers/clients to the perspective waiting destinations.
- Key contact for answering and directing all incoming telephone calls. Route calls to appropriate recipients, record and deliver messages accurately. Receive and distribute fax messages to the appropriate internal staff personnel.
- Greet visitors respectfully, verify their identity, issue temporary badge and ensure sign-in, and direction to waiting area.

**Assessments/Admissions**

- Greet clients in a respectful and courteous manner. Ensure clients identity and request all necessary documentation for processing; valid state issued photo ID, insurance card and other documents as required.
- Provide client with appropriate assessment documents and instructions on how to complete. Assist clients in completing documents as necessary. Compile documents and create admissions packet. Ensure that all documents and completed signed and dated.
- Provide client with instructions regarding the required urine specimen.
- Check EVS to verify client's insurance eligibility. Check SMART system to see if return client. Assign SAMIS number if necessary. Record clients SAMIS number in designated internal log book.
- Record assessments daily.

- Provide instructions to client's following completion of appropriate documentation. Continue to monitor the client during the wait time and assist the client as necessary.

### **Census Tracking**

- Prepare and update daily census internally and externally.
- Communicate with Peer Recovery Specialist and record census daily and update census accordingly. Email census report to the appropriate staff personnel daily.

### **Required Knowledge, Skills and Abilities**

- Excellent phone etiquette.
- Must be understanding, empathetic, patient and compassionate with clients.
- Strong work ethic and ability to work effectively with internal staff, clients and vendors.
- Demonstrated ability to handle multiple priorities.
- Demonstrate ability to read and understand basic instructions.
- Excellent oral and written communication skills.
- Excellent interpersonal skills.
- Must have good organizational skills and ability to work independently and multi-task.
- Other duties as assigned.

### **Minimum Requirements**

Education/Training:	Associates of Arts (AA) degree required. Minimum 2 – 3 yrs. work experience in a professional office setting. Experience operating a multi-line phone and paging system required.
Special Software Skills:	Demonstrated ability to use entire MS Office 365 (Outlook, Word, and Excel) and ability to learn in-house software.
Sobriety:	If Recovering, two (2) years sobriety.
Substitutions:	No substitutions may be made.
Training:	N/A.
Other:	The incumbent must continually demonstrate excellent oral and written communication skills. This position may include weekend and/or evening duties as needed or required.

### **Equipment and Working Conditions**

All materials and equipment to perform job functions are provided. Staff members can be transferred if it has been decided it is in the best interest of the agency and will enhance services provided.

**Americans with Disabilities Act**

As with all positions at Tuerk House Inc. we recognize the importance of accommodating individuals with disabilities. In that we are committed to all extent possible accommodating disabled individuals, we recognize the American with Disabilities Act of 1990 and understand the need to reasonably accommodate employees. All accommodations will be made on a case-by-case basis, evaluating the essential functions of the position.