



**Intake Coordinator Job Description
Children's Research Triangle
70 East Lake Street, Chicago IL 60601**

About Children's Research Triangle (CRT): Children's Research Triangle is a non-profit, transdisciplinary organization dedicated to the healthy development of children and their families. Located in the heart of Chicago, our clinical services have been a beacon of hope for thousands of families since 1998. Our areas of special expertise include prenatal substance exposure and trauma, and we are in search of a new Intake Coordinator to help our passionate team support the community with empathy, expertise, and commitment.

Position Summary: The Intake Coordinator gathers documentation and information from clients and referral sources in order to facilitate case assignment. The Intake Coordinator schedules appointments for the Evaluation Team and coordinates with the Therapy Team to facilitate case assignment. Additionally, the Intake Coordinator responds to inquiries about CRT's clinical services, manages the agency's wait lists, and makes referrals as appropriate. As the first point of contact for families in search of behavioral health services through CRT, the Intake Coordinator manages initial inquiries, completes pre-assessment interviews and screens, and compassionately coordinates a smooth experience for our clients. The ideal candidate for this crucial role is a highly-organized, detail-oriented yet flexible professional whose commitment to facilitation of access to mental health services for children and adolescents shows through empathy and dedication.

Key Responsibilities:

- Serve as the initial point of contact for clients and caseworkers in search of behavioral health services; provide warm, professional assistance.
- Responds to telephone and email inquiries to provide information about our services, the intake process, and what to expect from services.
- Conduct brief interviews and preliminary assessments to understand the needs of clients, match them with appropriate services, and facilitate case assignment.
- Coordinate with DCFS caseworkers and caregivers to obtain necessary consents and other documentation in preparation for clinical services.
- Schedule clinical interviews, evaluations, and medical appointments
- Manage the therapy and evaluation wait lists.
- Complete clinical documentation in accordance with agency policies and procedures; maintain accurate and confidential client records in accordance with HIPAA regulations and state laws.
- Collaborate with clinicians and other team members to ensure a seamless continuum of care.

- Use NowPow by Unite Us to facilitate service coordination and make referrals as needed.

Qualifications:

- Bachelor's degree in psychology, social work, or a related field preferred, or equivalent combination of education and experience. Prior experience in a similar role within a behavioral health organization is desirable, but not required.
- Excellent communication and interpersonal skills, with emphasis on empathy and professionalism.
- Proficiency in data entry and management, with a keen eye for detail. Knowledge of Microsoft Word and Excel is essential.
- Ability to manage multiple tasks and priorities in a fast-paced environment. Flexibility is essential.
- A commitment to the mission and values of our organization.

Why Join Us: At CRT, you will be a part of a supportive, dedicated team that consistently goes above and beyond to positively impact children and families. We offer a competitive salary, comprehensive benefits, and many opportunities professional growth and development. Join us to be a part of a community that believes in equity, inclusion, hope, and the power of change.

How to Apply: Interested candidates should submit a cover letter and a resume with at least 3 references to Corinne Fleming, Psy.D. at cfleming@cr-triangle.org. Please include "Intake Coordinator Application" in the subject line. CRT is an Equal Opportunity Employer. We celebrate all kinds of diversity and are committed to the creation and maintenance of an inclusive environment for all of our employees.