



The Rescue Mission is currently hiring a Full Time **Resident Intake Specialist** for Crossroads. Resident Intake Specialist will work very closely with the Program Manager to represent Crossroads to the community and internal residents in order to access appropriate referrals of residents for admission and is subject to CHRC/DOH guidelines and standards. This position is responsible to talk directly with residents and their families, determining their needs, their medical history, and physical, mental state and special requirements. The Resident Intake Specialist will operate with a broad understanding of the differences and varied needs of the client populations. Coordinates applicants for interviews, assessments and admission.

Responsibilities include but are not limited to the following:

- Ensures that program beds are utilized to the fullest extent possible according to the budget requirements of Crossroads
- Ensures that program beds are utilized to the fullest extent possible according to budget requirements
- Pays attention to detail and reviewing all of residents' medical history with a close eye so as not to miss any details that will deter recovery or care.
- Provides administration and advocacy services as part of the residents' action plan to all the residents while keeping resident track record as required
- Ensures the quality of residential services by monitoring performances measures for key intake and admission processes
- Coordinates interviews and assessments on each referral in a timely manner, assists with decisions for appropriate placements, initiates and sets up admission dates
- Assists with orientation of new residents to the Rescue Mission campus
- Supports the Case Management staff by coordinating intake referrals, appointments and follow-up information, scheduling admissions to Crossroads
- Attends relevant meetings and trainings on a regular basis and as needed to keep abreast of any changes or updates that may have an impact on the intake and releasing area of the crossroads facility.
- Maintains client professional boundaries with clients as well as confidentiality by keeping a strict "need to know" policy and monitoring the handling of confidential information.
- Tracks input from potential customers and referring agencies in order to access the trends/needs for residential services, providing an edge for homeless intervention in the community.

Educational Requirements:

- Associate's degree in human services or related field required; bachelor's degree preferred, or a combination of work experience and education.

Previous Experience Requirements:

- Two years case management/ social services experience required.
- Prior experience working in a mental health or addiction recovery setting desired.
- Valid NYS Driver's License in compliance with company driving criteria.
- Successful Candidate must successfully meet the Department of Health Background and pre-employment process.
- Knowledge and Skills Needed to Perform Effectively: Leadership skills, ability to understand and implement team principles, organizational skills, time management skills, ability to manage a variety of tasks concurrently, ability to relate to people in a warm and friendly manner, excellent written and oral communication skills.