



1375 55th Street, Emeryville, CA 94608
(510) 655-7880 • www.annmartin.org

POSITION TITLE: Intake Coordinator
REPORTS TO: Outpatient Program Director
DEPARTMENT: Clinical
FTE: This is an exempt level position

Ann Martin Center is a leading nonprofit organization that provides mental health services and educational support to at-risk youth in Alameda County. Selected as California Nonprofit of the Year for East Bay Assembly District 15, we are a member of the Alameda Council of Community Mental Health Agencies. Ann Martin Center has over 90 staff who are passionate about improving the lives of at-risk children and families through psychotherapy, educational therapy, and diagnostic assessment. Located in Emeryville, we deliver mental health programs in Ten Oakland Schools. Our work promotes resilience, healthy emotional development, and effective learning skills in children. Founded in 1963, the Center is distinguished by its emphasis on both emotional and educational support.

Position Description:

This position will be responsible for handling new patients from the time of first contact through until the first appointment with a provider. This role will gather necessary intake information for the purposes of establishing fit for the agency, service need, and severity. The individual will be responsible for verifying medi-cal eligibility or establishing private pay rates, mapping patients, scheduling new patient appointments, and communicating with patients about the agency practices. The intake coordinator is responsible for ensuring timely (24 to 48 hours) follow up with the referral source or contacting party and taking responsibility for tracking new patients/referrals and wait listing, when necessary. Additionally, the intake coordinator plays an integral role in identifying referral trends and provides data regarding agency needs (in terms of referral) to the Outpatient Program Director. This role will also be engaged in marketing efforts and may interact directly with the community to provide information regarding the services that we offer.

Essential Duties and Responsibilities:

- Receives, evaluates and coordinates all incoming referral calls, including review of referral source reports, to assess the needs of the patient and that the patient qualifies for the service.
- Gathers demographic and clinical information and verifies insurance benefit by running Medi-Cal eligibility and/or service authorization procedures.
- Meets with Outpatient Program Director regularly to review all new referrals and confirm preliminary admission decisions.
- Conducts weekly grand rounds with treatment team to ensure referrals are appropriate for agency and coordinated with the treatment team to assign to staff on hand.
- Acts as the point of contact for patient and patient's family through the assignment of a clinician.
- Triage calls to other departments as necessary (e.g. psychological testing or Learning Program).
- Promotes and maintains positive and professional relationships with clinicians, staff, case managers, and outside referral sources.
- Solicits new referrals and coordinates outreach efforts.
- Will maintain current knowledge of insurance companies and change in practices.
- Attends department meetings and in-service training.
- Complete all required documentation in a timely fashion in accordance with regulations and office standards.

- Prepares referral tracking reports for management on a weekly basis, or as requested.
- Participates in meet-and-greet meetings as requested by providers with the goal to exchange information about our programs.
- Perform other duties as assigned by the Outpatient Program Director.

Minimum Qualifications and Competency Factors

- Minimum Bachelors degree required, Master's preferred in Psychology, or related Social Service field from an accredited institution
- Minimum 2 years experience serving low income children, adolescents and underserved populations, or community based services for children and families with high risk.
- Knowledge of Welligent, Google systems, and or Excel is necessary.
- Experience with EPSDT Medi-Cal funded programs or experience working within a community based mental health clinic.
- Must have a strong emphasis or training in Customer Service
- Ability to work collaboratively in a team environment and demonstrate respect in communicating with others, whether it is a client or staff member.
- Person must be detail oriented, organized, and punctual.
- Culturally competent with experience serving diverse/low income, racial and immigrant communities
- Must have excellent oral and written communication skills.
- Proficiency in comprehension and expression of English is required, Spanish is a plus.

Physical and Mental Requirements: Must be able to sit for long periods of time and have the manual dexterity to manipulate and use internal office equipment.

Other Requirements: All potential hires will be fingerprinted and should receive clearance through the Department of Justice.

How to Apply:

Please send your resume to hr@annmartin.org

We are an equal opportunity employer committed to identifying and developing the skills of people from diverse backgrounds. We will not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, national origin, genetic information, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.