



Job Description

Job Title: Referral/Intake Specialist, Grade 5
Reports to: Regional Resource Development Center Managers
FLSA Status/Schedule: Non-Exempt; 37.5 hours per week
Location: Syracuse with expected travel throughout area of service

ARISE's mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.

Job Summary:

The Referral and Intake Specialist for the NYS DOH NHTD and TBI Waiver programs is the primary communication link between external stakeholders and the RRDC Managers and staff members. The incumbent streamlines the appropriate connections and linkages in order to maximize communication clarity and efficiency.

Qualifications:

- Associates degree required, or equivalent combination of education and experience
- Computer skills proficiency in MS Word and Excel, and the ability to learn and demonstrate proficiency in the provided database(s)
- Excellent interpersonal skills and courteous telephone presence
- Demonstrated written communication skills
- Strong organizational skills
- Clean Driver License and reliable, insured vehicle

Essential Functions:

- Act as the liaison between external sources and the RRDC staff
- Oversee and organize all RRDC data in the NYS DOH system
 - Data includes, but is not limited to: referrals and tracking, assigning ID#s, and verification of Medicaid coverage
- Submit quarterly service plans, level of care, and other necessary reports
- Compile and keep RRDC staff abreast of updates, changes, revisions to all ARISE and DOH reporting requirements
- Professionally handle all phone calls and route, at least twice daily, the correspondence from provider agency representatives, community members, community agencies and facilities and TBI/NHTD Wavier Participants and/ or referrals
- Assist the RRDSs in maintaining the security of confidential materials
- Create/maintain electronic tracking for all new information and processes, as needed
- Work collaboratively with all TBI/NHTD providers in the Syracuse/Utica/ North Region
- Meet with potential waiver participants, determine waiver eligibility and offer individuals the choice of participation in the TBI/NHTD waiver, and a choice of waiver Service Coordinators
- Manage and deliver the program objectives of conversion, repatriation, diversion, waiver administration and resource development
- Work closely with DOH to provide data and input as needed regarding all aspects of the administration of the TBI/NHTD waiver in their region
- Assist the RRDSs in the organization of provider trainings to promote quality service delivery
- Assist the RRDSs in building community consortiums to develop and maintain provider confidence

- Attend trainings, meetings and other agency-related activities
- Uphold code of ethics, code of conduct and all ARISE policies and procedures
- Exercise sound judgment as a matter of course, and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies
- Consistently represent ARISE professionally by demonstrating the highest ethical standards
- Perform other duties as assigned

Benefits:

- Generous paid time off includes:
 - 12 holidays
 - 20 Earned Time Off days in years 1 & 2; increases to 25 ETO days after 2 years
- Participation in the 401(k) plan can start soon following date of hire; employer match after one year includes 100% vesting immediately
- Very affordable, comprehensive group medical insurance coverage, as well as dental and vision coverage
- Flexible spending arrangement (medical / dependent care)
- Free life insurance and long term disability coverage
- Free / Confidential Employee Assistance Program
- Option to enroll in voluntary benefit plans at annual open enrollment