



JOB TITLE: Intake & Referral Coordinator

DIVISION: Georgia

REPORTS TO: Director of Quality & Compliance

DEPARTMENT: Quality

SUPERVISION TO: None

CLASSIFICATION: Exempt

JOB FUNCTION:

The Intake & Referral Coordinator manages the referral and intake process and the FaithBridge main line. This role provides administrative support to the Area Managing Directors and Foster Family Consultants and maintains compliance for the child case files as well as manages the open bed list and coordinates with the foster families and FFC at the time of placement. This role manages communication and relationship with points of contact from referral sources and makes intake and placement decisions in collaboration with the foster family consultants and area managing directors.

Core Responsibilities and Expectations

- Answer FaithBridge main phone line and is responsible for fielding questions and providing next step options for potential church partners, foster parents, and donors.
- Manage Referral and Intake process
 - Answer referral line and determine if FBFC has an appropriate home match from 8:30a-5:00p
 - Enter ALL referrals into ER and GA+SCORE
 - Notify counties of available capacity each week
 - Makes decisions regarding match and placement of referred children based on the child match form and placement preference form provided by the foster family.
 - Follows up on referrals to obtain more information when needed
 - Contacts potential foster parents to determine if they are able to take placements
 - Communication with FFC and DFCS once a placement is determined
 - Provides denial of placements when the referrals do not meet our agency match criteria
 - Determines if referrals meet our agency criteria and geographical service area
 - Maintain and build DFCS relationships, at the Intake level, in all FaithBridge target counties. Make personal connections with case managers and build a rapport with them. This connection may include the monthly partnership meeting, and/or one on one contact.



For accepted referrals:

- Send DFCS initial request for all required paperwork (application, etc.) and upload to ER once received
- Generate and upload internal documents needed for ER file (FP match list, pre-admission interview, Info sheet, etc.)
- Add case to GA+Score with all needed information regarding FaithBridge service plan information (Perm Contact requirements, Sib visit requirements, Academic Support/Education, SHINES ID, Med #, SS#, etc.)
- Notify CoC director and FaithBridge staff of placement via email announcement
- Assist with internal audits of child files (extendedReach) and reports discrepancies to the compliance director
- Manage all data in GA+Score related to child files (maintain relationship with Care Solutions)
 - Enter Referrals – accept or deny and enter reason
 - Enter child-specific data if referral accepted– Daily check ER for new info needed until obtained (i.e. SS#, Med, Shines ID#, Visitation, Education, Case Manager, etc)
 - Run batches in ER for academic supports and EPSDT activities (Care Solutions)
 - Send monthly email reminder to FFC’s to provide information regarding any case requirement changes (i.e., Sibling Visits, Permanency Contacts, Educational level).
- Provide weekly data report on foster child cases/referrals that is used to track progress toward agency objectives and goals

EQUIPMENT USED: Personal vehicle, cell phone, copy machine, fax, computer

COMPETANCIES:

Planning and Organizing/Time Management:

Develops or uses systems to organize and keep track of information; sets priorities with an appropriate sense of what is most important and plans with an appropriate and realistic sense of the time demand involved; keeps track of activities completed (and yet to do) to accomplish stated objectives; keeps clear, detailed records of activities related to accomplishing stated objectives; knows status of one’s own work

Work Quality:

Error rate of work is consistently low; always or nearly always self-monitors and can self-correct for avoidable errors and problems; work is well-known by peers as being error-free and may have reputation for setting the standing; consistently seeks more effective ways of approaching work



Work Quantity/Productivity:

Assigned tasks and projects are often completed ahead of the required or expected time; seeks out extra tasks/projects to undertake, or will help others complete their tasks and projects; can self-monitor and self-regulate their own work output to ensure completion of all needed tasks

QUALIFICATIONS:

Education and Experience: Bachelor Degree required. Experience working with a foster care or child welfare agency preferred.

Skill Requirements: Strong interpersonal skills, maturity and sensitivity to cultural and individual differences in clients, staff, foster parents and families served. Effective oral and written communication skills. Ability to work within a team. Ability to handle job related matters in a professional, diplomatic and confidential manner. Knowledge of community resources and services. Ability to organize and execute responsibilities in an independent manner. Administrative Support will have a strong working knowledge of GA+Score, GA Shines, and extendedReach and will understand how data in each system is related to the Performance Based Contract scoring process. Ability to handle multiple priorities. Strong attention to detail. Service-oriented/friendly. Proficient with Microsoft Office Suite (Excel, Word, PowerPoint & Outlook). Proficient integrating data from multiple sources and generating custom reports.

Physical Requirements: Hearing and speaking ability which allows for effective oral communication of information. Ability to physically transport self and clients to various locations. Physical and emotional stamina to effectively handle job related issues and stress.

To apply for this position please send your resume and cover letter to careers@faithbridgefostercare.org