

Intake Specialist

Reports to: YASS Coordinator

Status: Full-time; Exempt with benefits: Blue Cross

Medical/Dental/Vision, 403(b) retirement plan, Holidays, 4 weeks

Paid Time Off, 10 weeks paid Parental leave

Salary: \$51,000



Alternatives Overview

Our mission is to inspire young people to create a just future through practices that heal individuals, restore communities, and transform systems. Since 1971, Alternatives has modeled innovative alternatives to the status quo in Chicago's youth services field. Our school and community-based therapy, prevention and leadership development programs support young people to individually and collectively address causes of substance abuse, grief and trauma while building social-emotional, career and social change skills. In addition to working directly with young people, we train, coach and advocate for youth-serving institutions like Chicago Public Schools to be restorative and trauma-informed.

Position Overview

The Intake Specialist will provide primary care coordination, resource research and referrals, case management services, and intake/outreach to agency clients.

Responsibilities

Perform the following from a racial, gender, sexuality, and accessibility equity lens:

1. **Client Intake:** Conduct thorough intake interviews with prospective clients to gather relevant information, assess their needs, and determine eligibility for all Alternatives' services. Provide coverage of intakes, both phone and walk-in when appropriate, providing crisis intervention and making referrals to all internal and external resources as available and when appropriate.
2. **Documentation:** Accurately record client information, including personal details, medical history, financial information, and any other relevant data, into our electronic systems.
3. **Assessment and Triage:** Evaluate the urgency and severity of client situations, prioritize cases based on established criteria, and refer individuals to appropriate departments or resources as necessary.
4. **Customer Service:** Provide compassionate and empathetic support to clients, addressing their concerns, answering questions, and explaining our services in a clear and concise manner.
5. **Case Management:** Coordinate with internal teams and external stakeholders to ensure a smooth transition for clients into our programs or services, following established protocols and procedures.
6. **Data Management:** Maintain accurate and up-to-date records of client interactions, ensuring compliance with confidentiality and data protection regulations.
7. **Administrative Support:** Assist with administrative tasks, such as scheduling appointments, managing phone calls, and organizing paperwork, to support efficient intake operations.
8. **Continuous Improvement:** Identify opportunities for process improvement within the intake department and contribute to the development and implementation of enhanced intake protocols.
9. **Attend and actively participate in all agency and program staff meetings, in-service trainings and weekly supervisory meetings.**
10. **Participates as part of the behavioral health team, with cross-training and collaboration with the restorative justice teams.**
11. **Complete in a timely fashion all other tasks and individually established goals as assigned**
12. **Represent Alternatives at relevant forums and events as assigned.**

13. Participate in Alternatives' fundraising initiatives.
14. Other duties as assigned.

Qualifications/Skills/Knowledge Desired:

- Bachelor's degree in Social Work, Sociology, Psychology, or a related human services field from an accredited school
- Use of car during working/on-call hours and valid insurance.
- Past experience working with adolescents and families.
- Interest and commitment to working in community-based youth services.
- Demonstrated skill in problem-solving, positive relationship development, and conflict resolution
- Excellent verbal and written communications skills. Experience in delivering complicated information to diverse groups
- Ability to exercise discretion and independent judgment when in executing tasks
- Ability to maintain strict confidentiality standards
- Must be able to establish relationships with young people of varying racial, gender, sexual orientation, educational and socioeconomic backgrounds
- Strong organizational skills and the ability to prioritize tasks and responsibilities
- Computer skills are required
- May require evening and some weekend hours
- Consistently learning and working within the following frameworks: Anti-oppression, Positive Youth Development, Trauma-informed and Balanced and Restorative Justice.
- Skilled at working with young people at high risk for juvenile justice and child welfare system involvement.
- The COVID vaccine is mandatory for all employees to the full extent permissible under applicable law

**Please send a copy of your Resume and Cover Letter to
Careers@alternativesyouth.org**

Alternatives, Incorporated is an Affirmative Action and Equal Opportunity Employer. Representatives of the communities we serve are strongly encouraged to apply