



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Member Intake Specialist** works primarily with any and all passenger groups and individuals with special requirements to establish eligibility for transportation services. These are requirements that are not able to be verified through the standard intake eligibility verification process. The intake specialist reviews documentation such as Person Centered Plans (PCP) and Individualized education program documents (IEP) to ensure accurate determination of eligibility for services. In collaboration with the Intake Supervisor and the Compliance Coordinator, the Member Intake Specialist also works to define and implement policies processes and procedures and protocols for ensuring accurate and timely review and effective documentation of all non-standard intake eligibility groups and individuals. In collaboration with the Compliance Coordinator and the Intake Supervisor, the Intake Specialist facilitates the day to day review and response to complaints and incidents. The intake specialist also serves as lead representative on special population group projects and processes as assigned.

Position Title:
Member Intake Specialist

Department:
Transit Systems

Reports To:
Member Intake Supervisor

Supervises:
N/A

FLSA Status:
Non-Exempt

Salary Range:
RH1/L3

Last Revised/Approved:
September 2021

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Continuously reviews, develops and implements solutions, policies and processes for special intake groups and projects as needed, in compliance with all prevalent regulations.
2. Reviews and determines service eligibility.
3. Communicates, interacts and collaborates with internal and external stakeholders on all levels as needed.
4. Leads development of special passenger groups and individuals' projects.
5. Communicates progress and educates all internal and external stakeholders as needed.
6. Travels to meetings as needed.
7. Maintains complaint documentation process, answering complaint messages and returning calls to members before the end of the day of a complaint. Logs and documents complaint, including identifying those that need to be escalated for further investigation.
8. Maintains the Incident documentation process. Processes all incidents within two business hours, including identifying those that need to be escalated for further investigation.
9. Maintains logs of Complaints and Incidents, and generates reports as needed.
10. Assists with resolving other problems and conflicts with Maine Care members and stakeholders.
11. Maintains electronic and manual records, documenting compliance, and assisting with maintaining brokerage records as needed.
12. Updates job knowledge by participating in educational opportunities and reading professional publications.
13. Enforces compliance with the Health Insurance Portability and Accountability Act.

Miscellaneous Duties:

1. Runs errands as needed, e.g. banking, mail run, picking up supplies, etc.
2. Performs light housekeeping duties.

Professional Development:

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.

2. Must be able to develop a strong working knowledge of federal and Maine Medicaid law and regulations.
3. Participates in any required trainings, meetings and professional development activities.

Safety And Wellness:

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; regularly lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

QUALIFICATIONS NEEDED FOR POSITION**General Requirements:**

- Adequate transportation and ability to meet and maintain WCAP’s minimum insurance requirements.
- Ability to meet WCAP background clearance requirements

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least four years of office experience required.
- Proven customer service and project management skills.
- Strong ability to take a lead on projects and continuously move projects forward.
- Strong research skills.
- Must be familiar with Region 5 area.
- Strong process and policy development skills.
- Strong administrative writing skills.
- Strong interpersonal professional skill.
- Strong communication / training skills.
- Strong ability to work with and educate all stake holders.
- Strong time management and organizational skills.
- Strong skills with Microsoft Word, Excel and Outlook.

Education Requirements:

The following education requirements are considered essential:

- High School Diploma or equivalent.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date