



Broward Healthy Start Coalition, Inc. - Intake Supervisor

Position: Intake Supervisor
Status: Exempt Employee
Reports to: Program Manager

This is a new position with the agency. This position will serve as Project Manager during the planning and implementation phase of a Coordinated Intake and Referral (CI&R) system for home visiting programs serving mothers and babies in Broward County. This position will serve as intake team Program Supervisor after the launch of CI&R and will be responsible for staff supervision and operation of the Healthy Start (HS) Intake process. The CI&R unit will process Healthy Start pre- and post-natal risk screens and community referrals received from the Health Department, and women with SOBRA Medicaid. Healthy Start is a home visiting program that provides direct, risk-based services to pregnant women and infants that address issues such as maternal and child health care, positive parenting practices, family planning, dealing with stress, breastfeeding support, childbirth education, safe home environments, and access to services or other community resources.

Services are provided in client homes and at various provider and community locations, and by telephone.

Principal Duties:

- CI&R Project Management
- Participate in CI&R Statewide Learning Community, Webinars, Meetings
- Develop, Manage CI&R Project Plan and established timeframes, and meet deliverables set by

FDOH

- Manage and facilitate monthly CI&R Team meetings
- Develop and test decision trees using Healthy Start Screens and Referrals
- Develop and test a centralized process to track CI&R clients

HS Screen Processing and Record Management:

- Ensure screens and community referrals are reviewed and assigned in a timely manner.
- Troubleshoot screens and/or referrals to avoid duplication and timely assignment of cases.
- Review and ensure compliance with productivity standards by reviewing and recommending adjustments as needed to staff's schedules and reviewing accuracy of weekly caseload reports.

Staff Supervision:

- Schedule and document supervision with designated staff and provide feedback that promotes agency's strength-based management philosophy.
- Continuously assess staff's ability to manage their time appropriately and provide strategies to maximize services to clients.
- Provide employees the information, technology and reference materials necessary to perform their jobs and maximize opportunities for staff development.
- Schedule intake unit meetings, as needed, to foster positive and accurate communication of agency and program information, events, policies and procedures.
- Participate in employee interviewing, hiring and termination processes and implement performance improvement plans, as needed, in consultation with Human Resources.
- Manage employee performance and coach employees in a manner that maximizes their potential.

Administrative:

- Investigate and respond to clients regarding any complaints and/or concerns they present.
- Develop and maintain good working knowledge of Florida's Healthy Start Standards and Guidelines, Well Family System (WFS) and community resources.
- Provide new employees with appropriate orientation and train or arrange for adequate training for new and existing unit employees.
- Manage a quality control effort that continuously assesses the consistency among various reports (e.g. schedule, caseload report and WFS report) and the performance of each employee.
- Review and approve various reports (e.g. timesheets, mileage reports, caseload reports, etc.) to ensure timely submission and accuracy of information provided.
- Review and approve staff time off requests in a manner that ensures appropriate coverage is available to meet client and organizational needs.
- Complete staff annual performance reviews in a timely manner.
- Participate in HS provider meetings and trainings.

Service Excellence:

- Collaborate with other supervisors to determine or identify best practices, resolve issues among intake
- units, and support units when staffing challenges arise.
- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining high quality service standards.
- Abide by and enforce all agency policies and standards of conduct.
- Adhere to HIPPA guidelines.
- Perform other duties as assigned.

Knowledge, Skills and Physical Abilities

- Minimum BA/BS in social work, human services, nursing, or related field in an accredited program.
- Minimum of 3 years of experience in the maternal/child or human services with a minimum of 2 years

- supervisory experience.
- Knowledge of maternal/child issues and community resources.
- Healthy Start program experience preferred, but not required.
- Ability to interface effectively with a diverse population.
- Professional communication, documentation and time management skills.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.

Salary range is \$50,000 - \$55,000. The Coalition offers an attractive benefits package that includes paid health insurance, paid annual and sick leave, and employer contribution to 403B after the waiting period.

Application Process

Email resume, cover letter and salary requirements to careers@browardhsc.org by Monday, August 7, 2017.

Please direct all questions pertaining to this position to careers@browardhsc.org.

Broward Healthy Start Coalition, Inc. requires all new hires pass a criminal background check prior to being hired. We are an Equal Opportunity Employer.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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