



**Intake and Care Coordinator  
September 2022**

RECLAIM increases access to mental health support so queer and trans youth may reclaim their lives from oppression in all its forms. We partner with youth and young adults ages 12-25 who are marginalized because of their gender identity, gender expression and/or sexual orientation. We provide financially accessible therapy to youth and their families, as well as community trainings, education, and outreach to local partners to change the overall landscape of access to care for queer and trans youth.

We are seeking a full-time Intake and Care Coordinator who is passionate about the mission and values of RECLAIM. We engage clients in holistic healing that addresses as many areas of need as possible. We specialize in supporting youth around sexual orientation and gender identity/expression while recognizing all aspects of identity reclamation. RECLAIM is committed to recruiting candidates with lived experience in BIPOC and/or Trans communities.

RECLAIM is an equal opportunity employer. It is our policy not to discriminate on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, age, citizenship, pregnancy or maternity, disability, work-related injury, veteran status, political ideology, genetic information, marital status, family status, or any other status protected by applicable federal, state, or local law.

**Salary Range: \$43,000 - \$46,000**

**37.5 hour work week, generous PTO, benefits eligible.**

**Job Summary:** Respond to requests for therapeutic services and assist youth with navigating RECLAIM's intake process. Maintain a working knowledge of local community resources, establish partnerships with community providers, and connect youth to local resources based on individual needs.

**Job Expectations:**

Intake Coordination

- Triage questions and requests related to RECLAIM's therapeutic services
- Communicate the availability of RECLAIM's services and refer to other providers when needed
- Assist youth/families with navigating intake process as it relates to accessing and starting care
- Gather and input youth demographic, insurance, and personal health info (PHI) into EHR system
- Set up youth/families in EHR portal and assist with navigating and troubleshooting telehealth platform
- Schedule therapy appointments, serving as first point of contact for all new clients
- Request records and process records requests in compliance with HIPAA standards
- Assist youth/families with questions related to insurance and billing
- Understand and monitor organization's caseload management processes
- Maintain and manage the organization's waitlist as needed

Care Coordination

- Maintain a working knowledge and database of community resources for youth and young adults
- Meet regularly with therapists to maintain an awareness of the resource needs of clients
- Meet with clients to assist them with achieving personal and resource goals

- Refer youth to external community resources and assist with applications for insurance and other community benefits as needed
- Maintain active connections with community resource partners on behalf of RECLAIM's therapists

#### Other Duties

- Assist in the gathering of outcome data, feedback surveys, and other measures
- Assist admin staff in assessing youth needs related to the receipt of community donations
- Partner with development staff to communicate information about RECLAIM's therapy services and to share youth information relevant to RECLAIM's communication strategies
- Adhere to all state and federal regulations associated with the operation of a mental health clinic
- Complete all training and licensure requirements within identified timeframe
- Adhere to all policies and procedures of organization
- Perform other duties as assigned

#### **Minimum Qualifications to Fulfill Job Responsibilities**

##### **Required Qualifications**

- Bachelor's degree in social work or a related mental health field
- Knowledge of how to support people around experiences of sexual orientation and gender identity as it intersects with other aspects of identity
- Familiarity with the identities and experiences of the LGBTQ+ community
- Excellent time management, communication, organizational, and problem-solving skills
- Strong initiative and ability to prioritize tasks
- Ability to work both independently and collaboratively
- Familiarity with Microsoft Office, Google Suite, and ability to easily navigate online resources

##### **Preferred Qualifications**

- Previous experience in intake coordination, care management, and/or case management in a social service agency, hospital emergency department or health care clinic
- A clear commitment to actively work for social and racial justice
- Working knowledge of local community resources for youth and young adults
- Ability to rapidly connect with adolescents and young adults
- Ability to connect with and include caregivers in care process as appropriate
- Experience with electronic health records and/or other online database systems
- Experience with conflict de-escalation and risk assessment
- Familiarity with mental health symptoms and diagnoses
- Valid LSW or LGSW in the State of Minnesota

**Level to which this position reports:** Clinical Director

To apply, send resume, cover letter, and three professional references to RECLAIM's Clinical Director, Caitlin Baldwin MBA, MSW, LICSW at [caitlin@reclaim.care](mailto:caitlin@reclaim.care).

Position open until filled. Initial interviews are anticipated to begin September 2022.