



WINNEBAGO COUNTY HEALTH DEPARTMENT
JOB DESCRIPTION

Job Title:	Coordinated Intake Worker
Center:	Health Promotion and Wellness
Reports to:	HPW Supervisor
FLSA Status:	Non-Exempt
Grade Level:	14
Date Created/last reviewed:	May 9, 2017

POSITION SUMMARY

The CIW provides a single point of entry for access, assessment and referral to family support services in Winnebago County. The CIW gathers a brief screen from the family regarding their needs and strengths as well as the information necessary for referral.

ESSENTIAL FUNCTIONS:

Leadership and Systems Thinking

- Coordinate bi-weekly meetings of all participating home visiting agencies to ensure families received the best option for services, reduced duplications, consistent messaging, and a contingency plan for emergency referrals. This emergency service contingency plan will be included in the Memorandum of Understanding between the Home Visiting agencies and the Coordinated Intake agency.
- Supports the Department's application and preparation efforts for national public health accreditation.

Public Health Sciences

- Supports the Department's application process for accreditation by the Public Health Accreditation Board.
- Assists with the preparation of the monthly Board of Health report.

Community Dimensions of Practice

- Works cooperatively with other WCHD programs/divisions and the community to integrate program services.

Analysis and Assessment

- Accurately complete screening with families
- Interpret screens that are submitted by referral sources
- Track home visiting program capacity by agency (MIECHV & non-MIECHV)
- Utilize DCFS Service Provider Data Bases
- Maintain weekly contact with WIC Clinics and Family Case Management
- Refer 100% of positive screens to the most appropriate (for the client) home visiting provider within 24 hours and ensure screen is received by provider. If all home visiting providers are at

capacity, refer to appropriate community resources and place client on waiting list for home visiting services. Waiting list clients will receive a minimum of a monthly contact to monitor availability of services and eligibility of client.

- Provide immediate referrals to community resources for 100% of clients presenting with emergency needs.
- Refer 100% of negative screens to other community and parenting services as indicated.
- Complete the Coordinated Intake Monthly Tracking Form (available here: <http://www.igrowillinois.org/miechv-providers/forms/>) and regularly review the collaboration's referral patterns with community partners during collaborative meetings to identify areas that could be improved.
- Conduct a minimum of 20 screens per month or 75% of target population, whichever is higher.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.

Policy Development and Program Planning

- Facilitate and organize quarterly collaborative meetings, including ATOD, mental health, domestic violence, basic need service providers, as well as service providers to parents with development delays, to discuss service referrals and follow through. Record and maintain agendas, attendance, and meeting minutes.

Communication and Cultural Competency

- Provide outreach to a minimum of four referral sources per month. It is recommended that CIWs allocate regular time to outreach activities (i.e. the equivalent of one day per week). Difficult to reach referral sources should be brought back to the collaborative to determine if a member has a connection and can help foster the relationship.
- On a quarterly basis, market home visiting services to all local junior high and high schools, local obstetricians and birthing centers, and prenatal clinics.
- Communicates in writing and orally, in person and through electronic means, with linguistic and cultural proficiency.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic, sexual orientations, lifestyles and physical abilities.

- Adheres to ethical principles and Winnebago County and Winnebago County Health Departments' policies in the collection, maintenance, use, and dissemination of data and information.

Financial Planning and Management

- Provides assistance with preparation of annual budget, as needed.

Other

- Maintains detailed and accurate records.
- Performs public health emergency response duties as assigned and consistent with training provided, in response to threats to the public's health consistent with job classification.
- Participates in Department and community emergency response training and drills in support of public health emergency and disaster preparedness consistent with job classification.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.

BEHAVIOR EXPECTATIONS:

- Treats others with courtesy, respect and a caring manner in all interactions.
- Continually looks for, suggests and works on better ways to conduct work.
- Promotes patient rights and ensures confidentiality and privacy at all times.
- Be open to new ideas and changes; encourages others to do the same.
- Willingly flexes to meet changing workload demands and priorities.
- Treats each employee as an equal and valued member of the team and works cooperatively with other employees to complete work.
- Regular attendance is required and overtime as needed to accomplish job functions.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Education, Licensure, Certifications, Experience

- Must have a Bachelor's Degree in a Social Service related field, Health Education, or Community Health.
- Minimum of 3 year's relevant experience required
- Proficiency in computer programs, such as Microsoft Office (Word, Excel)
- Proficiency with database management
- Knowledge of the MIECHV requirements and a basic understanding of the evidence-based home visiting models associated with MIECHV
- Must be able to serve as a liaison to referral sources, families, team members, and community agencies

- Must participate in assigned trainings, including on-line training in the National Incident Management System (NIMS) offered through the Federal Emergency Management Agency to obtain the following certifications:
 - Within 6 months of employment: ICS 100, ICS 200, ICS 700, and ICS 800
 - Within 12 months of employment: ICS 300 and ICS 400
- Successful completion of WCHD HIPAA Training.
- Valid driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.

Leadership and Systems Thinking Skills

- Proficiency in human relations, problem solving, conflict resolution, and negotiation skills.
- Proficiency with standard office processes and practices.

Public Health Sciences Skills

- Knowledge of the core functions and essential services of public health.

Community Dimensions of Practice Skills

- Proficiency in collecting and disseminating program data as needed.

Analysis and Assessment Skills

- Proficiency in the use and creation of new databases and spreadsheets, presentation and publisher software, and internet searches.

Policy Development and Program Planning Skills

- Proficiency in communicating effectively with multiple community partners, families and colleagues.

Communication and Cultural Competency Skills

- Proficiency in written and oral communication including in person, through print and electronic means.
- Proficiency in assuring that cultural, social, and behavioral factors play a significant role in the accessibility, availability, and delivery of public health.

Financial Planning and Management Skills

- Must possess a general understanding of budgets and financial systems.

Other

- Must successfully complete a pre-employment/post-offer drug screen.
- Must successfully complete a pre-employment/post-offer background check, which may include; criminal and civil claims, credit report, finger printing, etc.
- Proficiency in use of advanced computer skills: email, word processing, databases and spreadsheets, and internet searches.

- Must possess and maintain a valid driver's license, current certificate of vehicle insurance, and access to reliable transportation is required.
- Ability to meet the physical demands of the Essential Functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Engages in the following movements: Sitting, standing, walking, reaching and writing/typing frequently; balancing, stooping, kneeling, crouching, lifting, fingering, grasping, and feeling occasionally.
 - Must be able to lift and/or move up to 10 pounds frequently and 30 pounds occasionally.
 - Hearing ability sufficient enough to communicate with others effectively in person and over the phone
 - Visual ability must be sufficient enough to read documents, computer screen and drive a car.
 - Must be able to be fitted and wear NIOSH 95 mask, in conjunction with emergency preparedness.

TOOLS AND EQUIPMENT USED

Must be able to use multi-line telephone, mobile phone, fax machine, copy machine, calculator, computer, scanner and printer.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing 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 works in a typical office environment. The employee is exposed to noise from close working conditions and significant work pace/pressures.