

Client Intake Associate

About Casa de Salud

The mission of Casa de Salud (Casa) is to facilitate and deliver high quality medical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who face barriers to accessing other sources of care. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

Position Summary

The Client Intake Associate (CIA) is a member of the Mental Health Collaborative (MHC) Program and works closely with the Mental Health Program Coordinator to ensure the MHC program's efficient operation. The MHC program convenes community organizations, private practitioners, and academic partners to provide culturally-aware mental health services to the underserved and foreign-born communities. This individual will triage clients seeking care and match them with a therapist, audit program data to identify areas for improvement, and help craft professional development content for community partner organizations. The CIA will also assist the Mental Health Program Coordinator with scheduling and administrative duties, develop strategies to address client barriers to care, and coordinate with providers to ensure effective service delivery and program evaluation. This position is full-time, nonexempt and is eligible for Casa's benefits package.

Responsibilities:

- In collaboration with the Mental Health Coordinator, ensure smooth and efficient operation of the Mental Health Collaborative (MHC), including maintaining the appointment calendar, coordinating schedules among partner organizations, and staffing the building's front desk as needed
- Communicate regularly with the Mental Health Program Coordinator and act as point person for administrative responsibilities in Coordinator's absence
- Coordinate professional development opportunities for MHC partners and community partners focused on cultural competency
- Review MHC appointment calendar and interpreter calendar daily to check for inconsistencies and errors
- Identify barriers to care for clients, and communicate with clients, front desk, and the MHC Coordinator to address barriers to care
- Monitor client intake screenings in order to:
 - Triage cases to identify high-risk and high-priority clients,
 - Identify relevant trends to inform improvements in the intake process as well as therapist recruitment, and
 - Help assign clients to therapists, with a focus on making a good match between client and therapist
- Lead education initiatives around the use of telehealth, such as developing materials to enhance client competency in using telehealth
- Implement preferred language forms for consent for treatment and authorization for release of protected health information
- Help clients with basic needs referrals such as food security and affordable housing, as needed

Essential Qualifications:

- Bachelor's degree or equivalent work experience required
 - Bachelor's degree in Social Work or Psychology preferred
- Proficiency and professional comfort in written and spoken English required
 - Proficiency and fluency in other languages, including Spanish, Arabic, Farsi, or Portuguese, are preferred
- Professional experience in the field of mental health is preferred

- Ability to work effectively with people from diverse backgrounds
- Sensitivity to the needs of clients who have experienced trauma
- Ability to work accurately and efficiently in a fast-paced and dynamic environment
- Commitment to working with underserved client populations
- Proficiency in Microsoft Office 365 and Google Workspace; working knowledge of audio visual conferencing software, such as Zoom
- Experience with electronic medical record documentation preferred, and ability to learn to use Casa's electronic medical record required

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of mental health evidence-based practices, interventions, and concepts
- Excellent interpersonal and health communication skills
- Strong professional written communication skills

Performs other duties as assigned.

WORKING CONDITIONS

- Work is performed in a typical clinic and office environment, with some work completed remotely
- Occasional evening and weekend activities
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) investment accounts with 3% employer match
- Paid time off including holidays

The above information on this description has been designed to indicate the nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

HOW TO APPLY FOR THIS POSITION

Casa de Salud is an Equal Opportunity Employer and considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other status protected by applicable law.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to the President and CEO, Diego Abente, at info@casadesaludstl.org, or mail to 3200 Chouteau Ave. St. Louis, MO 63103.

Learn more about mission and work — www.casadesaludstl.org