



## Job Description

**EMPLOYEE CATEGORY:** Admissions Intake Liaison Representative

**WORKING HOURS:** Monday-Friday and as needed

**STATUS:** Exempt

**REPORT TO:** Director of Admissions

**GENERAL DUTIES:** The Admissions Intake Liaison Representative works with assigned referral sources to match client need most effectively with available programs and provide a smooth pathway to admission in keeping with and to further promote the mission, vision, and client-centered service objectives of the organization.

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### KEY RESPONSIBILITIES

- Participates as a collaborative member of the Admissions Team to promote and achieve organizational goals.
- Identifies and performs timely activities with referral sources and other community stakeholders to effectively link available contracted programs with those they refer for admissions.
- Works with each referred prospective client to match their need, qualifications for, and access to available clinical services, providing critical information for successful admission.
- Understands the needs of the assigned referral source, resolves emerging issues, provide accurate and timely two-way information regarding these issues to internal and external stakeholders.

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### KEY PERFORMANCE INDICATORS

- Manage initial referral and intake procedures as related to prospective clients to fulfill the daily admissions activities.
  - Provide clean demographic intake information in appropriate admissions systems and schedules.
  - Acts as liaison with referral source on status of individual prospects in the timing of admissions while providing problem solving when needed to provide a smooth pathway to clinical services.
  - Work as liaison between referral source, admissions counselors, and the Engagement Team to achieve goals and outcomes for Admissions within the appropriate statements of work.
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**SKILLS AND ABILITIES REQUIRED:**

- Computer basic software: Microsoft, Word, Excel, and EMR systems & Databases.
- Communication skills; express oneself appropriately verbally and written.
- Maintain total confidentiality of organizational & personnel information.
- Time and team relations
- Function under stressful situations and work environment.

**REQUIREMENTS:**

- GED/High school diploma
- Over the age of 18
- Valid Driver’s License and current insurance
- Must be able to pass a pre-employment background and drug test

**ACCEPTANCE:**

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**Employee**

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**Date**

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**Supervisor**

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**Date**