

## INTAKE WORKER

209-C

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing outreach services to various human services agencies and pre-intake screening of applicants or referrals to an intensive out-patient treatment program for substance abusing women, with additional duties to provide support services to assist program counselors or other staff. Work is performed under direct supervision of the Program Coordinator.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Provides outreach services to family, child welfare, sheriff's office, local police departments, area hospitals, schools, community group and other human services providers;

Conducts pre-intake interviews to obtain information from persons entering treatment;

Assists persons in completing application forms or other documents;

Provides information concerning available human services and directs people to other agencies as deemed necessary;

Obtains information relating to third party insurance coverage and assists in coordinating the billing process;

Assists in providing supervision of children participating in a child care program;

May assist counselors by participating in group support discussions conducted for program participants;

**May be required to operate a personal computer using standard word processing and spreadsheet applications;**

Performs routine clerical or other duties in support of services offered through the substance abuse program.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of the services available through the intensive outpatient substance abuse programs; working knowledge of other services provided through the local human services delivery network; good knowledge of interviewing techniques; ability to establish rapport with people from a variety of social, economic, and cultural backgrounds; **ability to learn to operate a personal computer and utilize common office software programs, including word processing, spreadsheets and databases**; ability to perform clerical operations with letters and numbers; dependability; and patience.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of an Associate's Degree; or
- (B) Two (2) years of experience involving interviewing and/or interacting with people in providing human services; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

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Last Reviewed:  
Jurisdictional Class: Competitive  
Public Hearing: N/A  
NYS Civil Service Commission Approval: N/A