



**Job Title:** ADRC Intake Specialist  
**Reports To:** ADRC Coordinator  
**FLSA Status:** Full-Time, Non-Exempt  
**Department:** ADRC  
**Location:** Remote except for training period

### **Position Summary:**

The ADRC Intake Specialist, under the direction of the ADRC Coordinator is responsible for ADRC activities of the agency. Provides assistance, information, and referrals for seniors, the disabled and caregivers. Provides information to individuals seeking long term care solutions. Performs intake activities to include interviewing and screening applicants for long-term services and support (LTSS) services and making referrals to LTSS program. Maintains resources information directory and referral files. Enters data and generates reports from multiple data systems within the department. Develops and maintains general knowledge of the Medicaid Waiver program and of any other programs for which job duties are performed.

### **Essential Duties and Responsibilities:**

- Interview and screen individuals, either in-person or by telephone, to determine needs, and eligibility for benefits, services and programs, including Medicaid Waiver.
- Make referrals to appropriate programs and services as needed.
- Provide information to individuals, families or professionals seeking services/programs, data and resources in the field.
- Document data regarding information and assistance and referral.
- Disseminate relevant information, materials and applications as requested.
- Provide technical assistance on how to access benefits (completing applications).
- Make follow-up calls to determine outcomes of accessing benefits and services.
- Develop and maintain general knowledge of the Medicaid Waiver program and of any other programs for which job duties are performed.
- Participate in various education and/or training activities as required.
- Participate in health fairs and community education events.
- Perform other duties as assigned.

### **Knowledge, Skills, and Abilities** (*\*can be acquired on the job*)

- Knowledge of community resources and aging programs.\*
- Customer Service skills for clients, professional staff, and community representatives.
- De-escalate stressful situations, multi-task and manage projects.
- Uphold proper phone etiquette, time management and multi-phone systems.
- Maintain HIPAA Compliance with clients, professionals and in methods of communication.
- Excellent verbal and written communication skills.
- Work both independently and as a team player.
- Ability to gather reports and compile information accurately and meet deadlines.
- Ability to develop and manage multiple projects.

### **Education / Experience:**

1. Possess a Bachelor of Arts (BA) or Bachelor of Science (BS) degree, preferably in human services related field, from an accredited college or university.
2. To perform this job successfully, an individual should have knowledge of word processing software, preferably Microsoft Word, and spreadsheet software, preferably Microsoft Excel and be able to learn program software.
3. AIRS certification preferred and required after one year of employment.



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**Essential Functions / Physical Requirements:**

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to “drive” to locations necessary to accomplish for position / program work.
- Ability to occasionally lift and/or move up to 10 pounds.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. Staff of M4A are “at-will” employees. I have read and understand the responsibilities and requirements of this position.

**Benefits:**

- BCBS of Alabama
- Retirement Systems of Alabama: [www.rsa-al.gov](http://www.rsa-al.gov)  
As a Tier 1 Member the per pay period contribution is 7.5%.

Monthly \$35 phone stipend

**To Apply-** Email Resume to [ladams@m4a.org](mailto:ladams@m4a.org)