



Intake Coordinator

About The Brookline Center

Mental health is at a crossroads: the current system is inequitable, ineffective, and unaffordable, while the need for care continues to rise. At The Brookline Center for Community Mental Health, we are committed to transforming mental health care through innovative programs that improve access and equity for all.

Since our founding, The Brookline Center has been at the forefront of mental health services, known for our field-defining impact. While our outpatient clinic serves Brookline and neighboring communities, much of our work extends statewide, offering groundbreaking mental health care designed to meet the growing demands of today's landscape.

Our vision is clear: to build a mental health care system that is effective and equitable for everyone. If you're passionate about mental health and want to be part of an organization that is actively shaping the future of care, we would love to meet you.

Learn more about our work and impact at www.brooklinecenter.org.

POSITION SUMMARY

The Intake Coordinator will provide administrative support to the Center's clinical and operations teams including managing and accepting referrals, completing new client registration, and responding to inquiries from potential clients, family members, or referring hospitals. The Intake Coordinator reports to the Revenue Lead.

We are actively interested in ensuring that the Brookline Center for Community Mental Health represents a range of experiences and backgrounds. Qualified candidates with diverse racial, cultural, multilingual, religious, class, and/or gender background and experiences are strongly encouraged to apply.

Key Responsibilities:

- Administer the referral process; work with the clinical and operations teams to facilitate individual placement and obtain appropriate services for individuals.
- Manage and accept referrals.
- Add calls to the call log and return clients' calls to conduct clinical interviews with potential clients to access clinical needs.
- Complete registration for new clients across various services i.e. outpatient, group, psych testing.
- Collect, verify, record, and process intake demographics, insurance/payment, and referral information.

- Collaborate with family members, primary care physicians, and/or referring hospitals.
- Respond to email inquiries from potential clients, family members, or referring hospitals.
- Save and send assignments to the assigned clinician via email weekly.
- Process internal referrals and transfers.
- Participate in weekly meetings with team leads to assess clinical cases.
- Initiate appropriate communication with clinical and operations teams based on the needs of referred individuals to facilitate appropriate placement and/or services.
- Create files for new individuals and ensure intake paperwork has been completed/requested.
- Input data and complete all placement paperwork, identifying problems and resolving issues that would prevent successful documentation/entry.
- Attend weekly intake meetings, supervision, and other internal staff meetings.
- Assist with the credentialing process.
- Assist in coverage for the front office when needed.

Qualifications:

- Excellent written and oral communication skills and excellent interpersonal skills.
- Enjoys and works effectively in culture of collaboration, ongoing change, commitment to racial equity, diversity and inclusion.
- Strong attention to details.
- Ability to work within a team.
- Strong problem-solving skills.
- Demonstrated sound judgment.
- Ability to speak effectively with clients, clinical personnel, and Center staff.
- Digital fluency including experience with electronic medical records and MS Office.

HOURS/BENEFITS/REIMBURSEMENT

This is a full-time hourly non-exempt position. The Brookline Center offers a supportive, mission-focused work environment; professional growth opportunities; competitive salaries; and a comprehensive benefits package that includes medical, dental and vision insurance, pre-tax savings and retirement plans, disability and life insurance, and generous paid time off. Additional compensation will be provided for clinicians providing multilingual services with preference for Spanish, Haitian-Creole, and/or Cantonese or Mandarin.

Equal Employment Opportunity

The Brookline Center is an equal opportunity employer, committed to workplace diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.