



## OPPORTUNITY

**Job Title:** INTAKE SPECIALIST MENTAL HEALTH PROFESSIONAL LEVEL 16 Exempt

**Job Summary:** The role of the CLS Intake Specialist Mental Health Professional is to facilitate and coordinate the intake process for community-based requests for services/supports and is a Bridge Team Coordinator for completion of Individual Plans of Services and transitional services and supports for newly enrolled individuals to CLS.

Assures that the Intake Meetings, Assessments, and Individual Plans of services are completed in a manner that meet enrollee/customer expectations and requirements and time frames in a manner that promotes person centered planning, self-determination, and CLS Operating Principles. Prepares and submits data and reports required by Detroit Wayne Integrated Health Network (DWIHN) and Oakland Community Health Network (OCHN) to appropriate designee. The Intake Specialist Mental Health Professional will also facilitate and oversee the implementation of Mental Health Practitioner Assessments. The Intake Specialist Mental Health Professional will work closely with Self-Determination Coordinators, Support Coordinators, Independent Support Coordinators, provider network, and other external stakeholders as deemed necessary to appropriately transition all new people into services who have selected CLS.

**Reporting Relationship:** Reports to the Director of Customer Services and Intake

**Responsibilities:**

Reviews the access screening and completes a thorough assessment of the individual's preferences and needs. Ensures the coordination and provision of Intake functions, initial assessments, provision of emergency needs, required authorizations and releases, ORR, Grievance and Appeal and HIPAA notifications. Reviews written case records and seeks out relevant professional supports to assure thorough assessment of the individual's preferences and needs. Meets with the person, parents/guardians/families, CLS, Inc. staff and service providers as a means of identifying individual preferences/needs and desired living arrangements and/or community supports/services. Conducts clinical assessment of individuals referred for placement into community home settings. Coordinates planning efforts with CLS Supports Coordinators, Independent Supports Coordinators, clinical staff, and advocates on behalf of the individuals to assure preferences and supports identified are addressed. Consults with other professionals to identify in-service, training and equipment needs, etc. Assures that family/natural support involvement is requested and facilitated.

Provides information to assist the person in identifying resources, both within the community at large and within the CLS, Inc. system, which promotes choice and inclusion, i.e., vocational opportunities, medical resources, social and recreational opportunities.

Responds to community requests for supports and services from CLS, Inc. Handles telephone inquiries to determine nature of request and determine if CLS, Inc. is the appropriate organization to address presenting needs. Refers the individual to the most appropriate agency for services, including but not limited to out-patient CMH agencies, Department of Health and Human Services, Protection and Advocacy, and/or the Intermediate School District, (RESA). Facilitates enrollment with the Detroit Wayne Integrated Health Network (DWIHN) Consumer Enrollment program where indicated and initiates the CLS, Inc. Intake Process for persons with developmental disabilities who reside in Wayne County. Provides interim services, supports, and assistance as required.

Processes formal referrals to CLS, as received from the DWIHN Access Center, Oakland Community Housing Network (OCHN) or Macomb County Community Mental Health (MCCMH) Access Screening. Acts as liaison to the DWIHN and OCHN representatives and other providers of services for persons with intellectual and or developmental disabilities.

Reviews records received during "Intake" to ensure that they are current and complete. Maintains individual files and records for referrals from external agencies. Coordinates living arrangement requests among and between CLS, Inc., DWIHN, OCHN, MCCMH and other partner agencies.

Responds to family/natural support circle questions and concerns during the intake process. Promotes and facilitates individual choice in selection of available and appropriate services and housing options. In this role, provides the family with options that will be coordinated by the Support Coordination Department. Provides appropriate intake support, including but not limited to assistance in

completing DWIHN, OCHN, MCCMH and CLS, Inc.'s required forms for service (consents, authorizations), and collection of appropriate service requests. Meets with and apprises the persons and their significant others of their rights and protections, including but not limited to information on how to recognize and report a rights violation, and where to report a rights violation, access the local dispute, grievance & appeals process. Maintains confidentiality of information regarding persons served and agency information.

Serves as a resource to CLS, Inc. staff, staff of related and partner agencies, and to other interested parties. Connects and links staff and interested parties to available community resources.

Completes required documentation related to the Intake and Eligibility Process (e.g., Biopsychosocial, Supports Coordination Notes (journal notes) data and other requested reports and documentation. Cooperates in the completion of special projects and performs other job duties as assigned.

As "Intake Bridge Team Representative," assures coordination of care is facilitated for persons supported until a Supports Coordinator or Independent Supports Coordinator is chosen. This includes facilitating the initial Individual Plan of Service (IPOS) and providing transitional supports coordination services to assist with Medicaid, Home help, and other eligibility applications or supports that may be pending at the time of Intake.

Reports individual and agency successes, outcomes, and needs to funding sources and internal/external customers and stakeholders.

Conducts training sessions and community outreach and education at the local and statewide level reinforcing organizational principles and the expectation of quality service delivery.

Develops and monitors systems to assure delivery of quality services. Prepares corrective action plans to address any patterns/trends that reveal need for improvement or areas of deficiency.

Performs special projects and other duties as assigned. Attends and participates on committees as assigned.

Completes mandatory trainings as contractually required by OCHN, DWIHN, MCCMH and other funding entities, as appropriate. Must maintain credentials as a Qualified Intellectual Disabilities Professional (QIDP) and Child Mental Health Professional (CMHP).

Serves as back-up to the Intake Customer Services Administrative Assistant as needed: establishing/updating computer files, compiling data/producing reports including flowcharts. Works in concert with other departments providing staffing assistance when needed taking into consideration concerns for credentialing, certification and/or a license.

**Other Assigned Duties include but may not be limited to:**

- Respond to CLS Customer Service telephone calls, walk in and warm transfers.
- Monitors DWIHN and OCHN Intake Calendar to identify, confirm and prepare for scheduled Intake Meetings.
- Perform Clinical Case Record Reviews

**Qualifications:**

Masters Degree in human services field and Licensed Masters Social Worker (LMSW) or (LLMSW) credential with the State of Michigan or Masters Degree in Psychology with appropriate State licensure and at least three years' community mental health experience.

A minimum of one year experience with working with children and adults with developmental disabilities. Experience with development of Individual Plans of Service utilizing Person and Family Centered principles. Experience with providing services to children and families in a variety of settings who have complex emotional needs. Past experience working as a Wraparound Facilitator is a plus.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required:

A Mental Health Professional is defined as a physician, psychologist, licensed master's social worker, licensed professional counselor, licensed marriage and family therapist or registered professional nurse.

**Travel Requirement:**

Extensive scheduled and non-scheduled travel is required in executing essential duties and responsibilities of this position. Employees must provide their own transportation. Maintenance of a valid driver's license, an acceptable driving record, and vehicle registration and insurance in compliance with State of Michigan requirements are all continuing conditions of employment. If driving a vehicle other than the one listed on file with the Human Resources Department, employee is responsible for ensuring the vehicle is registered, insured, and meets all other State of Michigan motor vehicle requirements and providing documentation as requested.

CLS policy restricts the use of an alternate driver without the express, prior written authorization of the Human Resources Director. A review of such request will be based on evaluation of HIPAA compliance issues, work restrictions and other relevant factors.

Must be able to work a flexible schedule, including occasional evening and weekend hours.

**Special Knowledge:** Ability to work with customers, other agency professionals, peers; and possess extensive knowledge about resources and services available within the community; excellent communication and organizational skills. Must be knowledgeable in computer usage, file management and software application.

**Training:** On-the-job training will be provided. Must maintain status as a Child Mental Health Professional, Qualified Mental Health Professional and Qualified Intellectual Developmental Disability Professional by completing the annual mandated hours of professional skill development/training related to each professions training mandate.

CLS, Inc. is an equal opportunity employer. All administrative, management and supervisory personnel are directed to support and cooperate with the EEO program and other equal employment opportunity efforts. Performance will be evaluated in this regard.

**Submit Resumes to: Community Living Services, Inc. – Human Resources Department  
35425 W. Michigan Ave. Wayne, Michigan 48184**

**Fax Resumes to: (734) 467-7636 or Email: [rwoblewski@comlivserv.com](mailto:rwoblewski@comlivserv.com)**

**Posting Closing Date: Monday, April 18, 2022**

**For more information about Community Living Services, Inc., please visit our website at:  
[www.comlivserv.com](http://www.comlivserv.com)**