

The Arc of Northwest Wayne County
Intake Specialist

Nature of Work

The Intake Specialist works in The Arc NW Financial Management Service to assist families, and their loved ones with disabilities, to hire Direct Support Professionals. This position fully educates individuals and families on self-directed services under the Medicaid system, provides orientation and guidance throughout the enrollment process. The Intake Specialist reports directly to the Executive Director.

Responsibilities

- Perform tasks that support successful implementation of The Arc NW's Financial Management Service direct hire process under self-determination including:
 - Provide orientation directions for, and monitoring of, training for direct hire staff
 - Update paperwork for direct hire staff including background checks
 - Individual budget data entry and interfacing with community mental health and CPA
 - Prepare information for Medicaid claims audits and yearly financial audits
 - Provide education to families on self-directed services and hiring of staff
 - Facilitate individuals transitioning from another Financial Management Service
 - Maintain database of Direct Support Professionals and employers
 - Work cooperatively with other Financial Management staff
- Work under the direction of the Executive Director, in cooperation with other Financial Management Services staff.
- Uphold The Arc of Northwest Wayne County's policies and procedures.
- Perform tasks that support the goals and objectives of The Arc of Northwest Wayne County's programs and services.
- Assist with office and program operations including various clerical tasks (answer telephones, filing, organizing, etc.), and bookkeeping.
- Attend appropriate trainings, workshops, and conferences to obtain information that will expand skills and knowledge base.
- Perform all other tasks as assigned.

Required Skills and Abilities

- Able to be self-motivated and organize own work.
- Ability to communicate effectively (both orally and in writing) with a wide variety of people.
- Ability to accept, respect and appropriately interact with people who have developmental disabilities.
- Must presume competence and ability in all individuals and demonstrate this philosophy by example.
- Ability to follow directions, accept supervision, and provide exceptional follow-through.
- Ability to demonstrate compassionate care and support to families, advocating for their best interests.

Required Education and Experience

- A minimum of a high school diploma required, some college or comparable experience desired
- Experience with individuals with intellectual and developmental disabilities a must.
- Computer skills, especially Microsoft Excel, with an ability to acquire skills with new software programs.
- QuickBooks experience required.
- Knowledge of bookkeeping and payroll desired.

This is a full time (40 hours weekly) salaried position.
Applicants must have their own method of transportation.