Position Description: Intake Manager for Bridges to the Future:

Expanding the System of Care for Transitional Age Youth

The Montgomery County Collaboration Council for Children, Youth and Families is a nonprofit organization located in Rockville, MD. The Collaboration Council is currently recruiting for a Full Time Intake Manager. The Intake Manager is an essential position in the expansion of the System of Care for transitional age youth in Montgomery County, Maryland. Bridges to the Future, a SAMHSA funded grant (System of Care Expansion and Sustainability Cooperative Agreement) recently awarded to Montgomery County and subcontracted to the Collaboration, is designed to reach and engage transitional age youth (ages 16-21) with mental health needs who are disconnected or at risk of being disconnected from school or work. The goal of this grant is to facilitate a healthy transition into adulthood for these youth and young adults by integrating behavioral health services with other supportive services. The key to fulfilling this mission is the creation of integrated culturally competent mental health, training, educational, vocational, and other essential services and supports that are specifically designed to meet the developmental needs of a diverse group of youth and young adults.

Position Summary:

The Intake Manager for Bridges to the Future is responsible for receiving referrals and providing information on services and resources to the public, triaging and gathering information from potential youth/young adults seeking services, and entering collected information in Efforts to Outcomes (ETO), a case management platform. The Intake Manager must have excellent interpersonal skills and a thorough understanding of existing services and their relationship to the expanding System of Care in Montgomery County for transitional age youth in order to refer and recommend services.

Primary Responsibilities

- Provides information and resources to youth, young adults, families, and professionals seeking information and services;
- Triages calls from potential youth/young adults, families, and referral sources;
- When necessary, provides information for crisis mental health services and follows up with youth in a timely manner;
- Gathers all or missing information to complete SOC TAY Referral form and enters into ETO in a timely manner;
- Based on information gathered, recommends and makes referrals to programs and supports that best fit youth/young adult cultural and linguistic preferences, strengths and needs;
• Provides programmatic follow-up on all referrals or offers other appropriate resources to youth/young adults and families; and
• Follows up with youth/young adults or families within 1 week to confirm linkage to services or offer new services.
• Works collaboratively with Clinical Services and Data Coordinator, Program Director, and other key individuals and groups in the system to assure that youth are matched with the appropriate services.
• Enters all information and data per requirements and maintains call log.
• Assists with other assigned tasks needed to expand the System of Care for transitional age youth which may include, but not limited to managing the logistics of trainings offered.

Experience and Education

• Bachelor’s degree in social sciences, preferred experience in behavioral health
• 2-3 years in similar environment and/or lived experience
• Experience working with transitional age youth from diverse backgrounds
• Demonstrable knowledge and experience applying cultural competence
• Understanding of system of care is preferable
• Bilingual in Spanish and English is preferable

Skills and Abilities

• Excellent communication and interpersonal skills
• Basic understanding of mental health and developmental issues of target population
• Ability to work well with others as a member of a team
• Excellent organizational and multitasking skills
• Ability to exercise independent judgement and initiative while working with multiple personnel, youth, and families
• Works from a strength-based, culturally competent framework
• Working knowledge of Microsoft Word and Excel
• Preferred knowledge of case management platforms ETO

Reports to: Clinical Services and Data Coordinator

To Apply:
Qualified applicants should submit a cover letter including salary requirements and resume to info@collaborationcouncil.org. Please note “Intake Manager Position” on the subject line. Position is open until filled. The Collaboration Council is an Equal Opportunity Employer.