

**Erie County Health Department
Erie County Community Health Center
Job Posting #2026-65
Equal Opportunity Employer**

Position: Intake Coordinator

Division: Compass Point Senior Enrichment Center

Contact Person: Jen Fresch, Human Resources

FLSA Classification: Non Exempt

Salary: Commensurate with experience

Working Hours: 7:00 a.m. – 5:30 p.m. Monday- Thursday. Full or Part Time.
Some evenings, weekends and holidays will be required and are based on Agency needs.

Posting Opens: Wednesday, August 26, 2026

Posting Closes: Thursday, December 31, 2026, at 4:30 p.m. or until filled

Qualifications

- Graduation from an accredited school with a diploma, associate, bachelor's, or master's degree in nursing or another related field.
- License to practice nursing as a licensed practical nurse or registered nurse issued by Ohio Board of Nursing pursuant to Section 4723.09 Ohio Revised Code. Effective January 1, 1989 must also have card from one of the following to verify appropriate preparation to administer medications: NAPNES, OOPNE or Ohio Board of Nursing.
- Current BLS/CPR certification required.
- Valid Ohio driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100.c, 700.b, and 200.c certifications within one month of employment.

Major Responsibilities

Assists in coordinating Adult Day intake functions; screen phone calls for potential clients, conduct potential client interviews to determine skill level, interests, abilities, and needs; initiates new client enrollment. Promotes and supports population health by providing a variety of nursing (*when applicable*), administrative and technical support services such as providing specialized, technical, program, or Agency specific information to internal and external customers; navigating care for patients; establishing and maintaining data files; initiates patient centered medical home (PCMH) and patient referral systems of care; and drafting and editing documents such as correspondence and contracts

Essential Functions

Under general supervision and/or as part of the Compass Point Senior Enrichment team, performs the following functions within the framework of the Erie County Health Department's provision of the core functions and essential services of public health:

- Assists with the completion of initial and ongoing assessments to determine functional and cognitive capacity, and the need for assistance with ADLs and IADLs.
- Coordination of transportation for enrolled clients pursuant to Rule 173-3-06.6 of the Ohio Administrative Code.
- Processes incoming referrals.
- Complete follow-up calls to enrolled clients.
- Monitors capacity, availability, and initiate placement from waitlist as needed.
- Coordinate and participate in the development and implementation of individual plans in coordination with other members of the interdisciplinary team.
- Participates in an interdisciplinary care conference every 6 months and assists with maintaining records of each conference's determinations.
- Tracks daily attendance of clients for planning and billing purposes pursuant to Rule 173-3-06.6 of the Ohio Administrative Code.

- Completes initial insurance authorization for each client through various processes.
- Responds to calls from individuals with questions about intake & insurance authorization.
- Manages the continued authorization processes for each client required by various insurance carriers.
- Assists with orientation for new clients, families, and guardians.
- Actively participates in the recruitment, daily activities, and retention of individuals attending the program.
- Assist with nursing care as ordered by and under general supervision of a supervisor or registered nurse. Direct nursing care may include administration of medication, assisting with activities of daily living, personal care, assessments, and medical treatments *when applicable*.
- Participate in coordination of care.
- Participates in meal and snack time.
- Creates records for new patients and prepares file labels.
- Inputs all the necessary information regarding the patient into our electronic record keeping system.
- Enters and schedules any initial home care services for the patient including skilled nursing & therapy into the electronic record keeping system.
- Requests additional information as needed for completing the medical records.
- Assists in ensuring compliance with appropriate state standards and regulations as it pertains to the Ohio Administrative Code and the Department of Aging.
- Audit records for completeness.
- Maintains the confidentiality of all financial and medical records in compliance with HIPAA regulations.
- Answers telephone, screen, take and relay messages to appropriate parties, respond to inquiries and/or refers callers to appropriate agencies or other divisions.
- Provides general administrative and clerical support.
- Performs other duties as assigned by the supervisor, director or chief.
- Assists with new employee orientation relative to intake and insurance authorization.
- Maintains a clean and neat workspace.
- Educates and instructs clients on health care matters, disease prevention, and care of common health problems.
- Provides specialized and/or technical agency and program specific information that requires limited interpretation of established policies, procedures, and other relevant sources to internal and/or external customers.
- Operates and maintains health care equipment.
- Shares responsibility for proper maintenance and operation of office machines.
- Obtains and completes appropriate patient forms, ensures patient confidentiality, and maintains orderly medical records. Follows established public health medical records policies and procedures as well as the State and Federal laws that govern the release of health care information.
- Duplicates, collates, scans, assembles, and files materials as requested.
- Assists Director in entering data into the Agency's cost reporting system.
- Relates public health science skills to the Core Public Health Functions and Ten Essential Services of Public Health.
- Provides public health information and data with individuals, community groups, other agencies, internal customers, and the general public about physical, behavioral, environmental, social, economic and other issues affecting the public's health.
- Under general supervision, prepares public health documents and reports.
- Reports observations or any treatment which may affect decision making to the supervisor.
- With general supervision, manages projects that support public health interventions.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to bloodborne pathogens.
- Must follow all safety policies and procedures to ensure an accident-free workplace.
- Assists with programs' compliance with state and federal regulations and standards of care and practice.
- Provides administrative, nursing, and technical support to Agency activities related to development and implementation of community health assessment, planning, program, and policy development and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides technical and administrative support to Agency's quality improvement performance management, and evaluation activities.
- Answers telephones, screen incoming calls, responds to inquiries and/or refers callers to appropriate agencies or divisions.
- Under general supervision, compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
- Process mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; respond to mail that can be handled personally; identify priority and/or time-sensitive matters; and maintain security and confidentiality.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles, and physical abilities.

- Adheres to ethical principles and Erie County Health Department/Erie County Community Health Center policies in the collection, maintenance, use and dissemination of data and information.
- Participates in new staff orientation and public health experience of nursing students.
- Performs all administrative and technical activities related to the Behavioral Health Division and/or program purchasing according to Agency policies and procedures.
- Perform accurate numerical calculation.
- Identifies funding opportunities and new program areas to match Agency priorities using research tools.
- Participates in continuing education programs and self-directed education to keep skills and knowledge current.
- Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Participates in Agency and community emergency response training and drills in support of disaster preparedness consistent with job classification.
- Participates in all Public Health Core Competencies trainings.
- This position will be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the public health programs. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.
- Greets visitors and patients in a friendly, competent, professional, and informed manner.
- Eases any concerns or distress clients may exhibit during the intake process.
- Responds to questions with timely, accurate and complete information.
- Answers and redirects incoming calls as appropriate.
- Follows all regulations and requirements pertaining to public health, federally qualified health center (FQHC), and Agency policies toward the workplace.

Special Requirements

- Treats others with courtesy and respect in all interactions.
- Responds with flexibility to changing needs.
- Manages multiple tasks and deadlines.
- Supports and promotes the Agency's vision, mission, and core values.
- Knowledge of the core functions and essential services of public health.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of basic accounting and mathematics.
- Knowledge of proper English grammar, usage, and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Ability to keep accurate reports and records.
- Organizational skills.
- Requires a self-starter with the ability to work both independently and as a team member in a professional environment.
- Good natured with a positive attitude; able to perform under pressure.
- Ability to interact effectively and in a supportive manner with patients, stakeholders, and public peers.
- Always courteous and respectful regardless of race, creed, family and/or economic situation.
- Bilingual language skills a plus.
- Ability to use good judgment and persistence in overcoming challenges, addressing conflicts and solving problems.
- Effective oral and written communication skills, including phone skills and etiquette.
- Attention to detail, and adherence to established policies and procedures required.
- A problem solver, with the ability to organize and prioritize responsibilities.
- Is flexible, and able to embrace and implement change.
- Working knowledge of Windows personal computer, Microsoft Word and Excel.
- Knowledge and understanding of Patient Centered Medical Homes (PCMH) process.
- Knowledge and understanding of public health accreditation process.
- Knowledge and understanding of the Ohio Nurse Practice Act *when applicable*.
- Criminal background verification required.
- Ability to time budget in areas of workforce development and Agency duties.
- Requires independent judgment.

- Knowledge of nursing process *when applicable*.
- Knowledge of case management delivery services.
- Knowledge and ability to refer clients to the appropriate authority for continuum of care.

Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Engage in the following movements: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, grasping, feeling and writing and repetitive motions.
- Must be able to be fitted and wear NIOSH 95 mask. (Requires the elimination of facial hair/beard.)
- Exert up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Hearing ability sufficient to communicate with others effectively in person and over the phone.
- Ability to hear and respond to internal or external emergency or evacuation alarms.
- Visual ability must be sufficient to read typewritten documents, computer screen and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and any other applicable Federal and Ohio law.

Working Conditions

- General office setting in health department facilities, as well as occasionally in community sites including clients' homes and off-site workplaces.
- Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from off-site locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging atypical or hostile behaviors and/or communication.
- May include alternate sites, temporary locations and/or multiple locations depending on the public health emergency.

Equipment Used

Including, but not limited to computer, fax, copier, scanner, calculator, multi-line telephone, cell phone, camera, video recorder, public health and medical equipment and supplies related to duties, and personal vehicle.

Bloodborne Pathogen Risk Code: ☐ None ☐ Low ☐ Medium ☒ High

Qualified Applicants

Qualified applicants should visit www.eriecohealthohio.com where current job postings can be viewed, and an application is available to complete. A completed Erie County Health Department employment application must be date/time stamped in the Human Resources Office prior to 4:30 p.m. on December 31, 2026. EOE/AA/ADA

Approved for Content & Posting

Peter Schaefer MPH, RPHS

Erie County Health Commissioner

Date

8/26/2026