

## **Intake Coordinator**

(updated July 25, 2019)

### **BVIC**

The Blind & Visually Impaired Center of Monterey County, Inc. (aka: BVIC; Blind Center) has served Monterey County residents since 1971. It offers a complete spectrum of services that help people adapt to the loss of sight. Collectively our staff provided support to 379 people last year. The majority of our clients are seniors who often have other age-related health conditions. Our services are designed for the individual needs, abilities and goals of each person and are offered by our professional specialists in the comfort of your home, community and at the BVIC. Services include Training in Orientation & Mobility, Independent Living Skills, Support Services, Information and Referral, Assistive Technology and the Marjorie McNeely Low Vision Clinic. The Certified Low Vision Therapist, Certified Orientation & Mobility Specialist and Rehabilitation Assistant provide outreach. An Optometrist who specializes in low vision attends the clinic four to five hours a week. The BVIC is a 501 (c) 3 non-profit organization. BVIC is a fragrance-free work environment.

### **Mission**

To encourage and inspire people who are blind and visually impaired to transcend the loss of sight as contributing members of society. The vision of the BVIC to empower individuals to meet the everyday challenges of visual disabilities through education, support services, and skills training.

### **Position Summary**

Mainly serving seniors (age 55+) who are experiencing vision loss, under the direction of the Supervisor of Programming and Low Vision Services, the Intake Coordinator coordinates with the Intake Assistant/Receptionist to facilitate the intake of new clients, make internal and external referrals, serve as a liaison and client advocate, and coordinate and provide community education and outreach. Additionally, serves as front desk back-up and coordinates with the Low Vision Specialist and Optometrist related to the Low Vision Clinic. Additional duties as assigned.

### **APPLICATION AND INQUIRIES**

If you are interested in joining our exciting team for a rewarding and challenging career, please forward your cover letter, resume and three references for immediate and confidential consideration to:

[vision@blindandlowvision.org](mailto:vision@blindandlowvision.org) or mail to

Blind & Visually Impaired Center of Monterey County, Inc.

225 Laurel Avenue

Pacific Grove, CA 93950

Review of applications will proceed as qualified applicants respond. They will continue until a suitable candidate is selected. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Please note the selected candidate will be required to submit to any special requirements e.g., criminal records check, TB testing, provide proof of a valid California driver's license, and proof of insurance.

**Blind & Visually Impaired Center of Monterey County  
Intake Coordinator**

(July 25, 2019)

**Position:** Intake Coordinator  
**Hours:** 15 hours per week PT; no benefits for employees working less than 30 hrs/week  
**Salary:** \$18.00 – 20.00/hr  
**Benefits:** None; no benefits for employees working less than 30 hrs/week  
**Paid Time Off:** 3 sick days/year; no PTO  
**Location:** Pacific Grove, CA (office and field work)  
**Responsible to:** Executive Director

This job description is a record of the essential functions of the listed job. The job description provides the employee, Administration, applicants, and other agencies with a clear understanding of the job, where it fits in the organization, and the skill and work requirements in relation to other jobs. Jobs are always changing to some degree and the existence of the approved job description is not intended to limit normal change and growth.

The Intake Coordinator performs a variety of duties both clinical and clerical in nature. This position requires skill in planning, organizing and coordinating the delivery of client care by all staff personnel as well as the coordination of day to day office activities.

**Requirements:**

- Must have valid CA driver's license, own transportation with proof of vehicle insurance
- Must be able to successfully pass a criminal background check
- Proof of recent negative Tuberculosis test
- Ability to sit and work at desk/computer for extended time periods
- Ability to lift and move items weighing up to 25 lbs.

**Qualifications:**

- Education: AA in Business, Social Services, Journalism or related field preferred
- Knowledge of vision loss and/or senior services a bonus
- Office Skills:
  - Strong working knowledge of Microsoft Office, including word processing, spreadsheets, presentation, case management software/documenting, WordPress, Mailchimp, Adobe, InDesign and/or other marketing communications tools
  - Understanding of best practices for Marketing/PR
  - Ability to learn and use agency database and computer network with high efficiency
  - Standard office equipment: telephone, copier, printer, scanner, fax
  - Strong attention to detail
  - Creative writer and social media savvy
  - Excellent reception and phone etiquette
  - Knowledge of proper documentation, legible handwriting
  - Strong organizational skills are essential for success
- Communication Skills:
  - Outstanding writing skills a plus

- Strong communication and interpersonal skills
- Ability to communicate effectively in verbal and written English
- Strong verbal and written English skills
- Bilingual (English/Spanish) preferred
- Strong inter-personal skills are essential for success
- Strong networking and presentation skills
- **Specific Skills:**
  - Experience working with vision loss and/or senior populations, preferred
  - Experience using other database record keeping systems required
  - Strong record keeping and self-checking skills required
  - The desire and ability to work with seniors, diverse cultures and ability levels
  - Sensitivity to the elderly and people with disabilities
  - Strong client advocacy skills
  - Ability to learn working knowledge of current and emerging low vision optical aids and assistive technology used by people who have visual impairments preferred
  - Ability to assess client needs, make referrals, document information and provide follow-up
  - Strong scheduling skills
- **General Skills:**
  - Ability to work independently and as part of a team
  - High degree of discretion in dealing with confidential information; HIPAA compliance
  - Strong ability to maintain accurate records and files in the most confidential manner
  - Flexibility in response to change and able to adapt to new methods and procedures
  - Ability to organize, schedule and utilize time well; meet deadlines
  - Ability to work in often fast-paced and demanding environment; attending to multiple needs requiring ability to go with the flow, as needed
  - Ability to change watch and other device batteries
  - Good problem solving skills
  - Good sense of humor

### **Essential Duties:**

- **Intake Coordination:**
  - Under the direction of the Supervisor of Programming and Low Vision Services, and in collaboration with the Intake Assistant/Receptionist, responsible for receiving and coordinating all new client referrals
  - Collaborate closely with other staff as needed
  - Learn about blindness/vision loss and services to assist those living with this condition
  - Develop new relationships with clients and contacts
  - Assist with new client initial intake/needs assessment and orientation to services; drive to client homes to provide basic services, as assigned
  - Create and help maintain electronic and paper files
  - Point of Liaison between client, doctor, staff, outside facilities/service providers
  - Enter and review client data entered in database
- **Outreach Coordination:**
  - Coordinate volunteers or other staff to participate in outreach activities
  - Provides community outreach and education
  - Plans and attend various community health fairs

- Plans, develops, and facilitates educational activities including presentation, mass marketing, and outreach to individuals and agencies in the community
- Participates in community meetings, committees, or events including senior roundtable, health fairs, street outreach, and other special events to promote clinical linkages and disseminate information about vision loss and available services
- Speak to various groups about vision loss and available services
- Keeps records of outreach and education activities
- **General Duties:**
  - Contributes to overall team effort in a spirit of cooperation
  - Keeps records and performs data entry duties as required
  - Attends trainings and conferences as needed
  - Develops and participates in the spread of new programs as needed
  - Provides front office and phone coverage
  - Must be able to move/pick-up boxes/devices weighting up to 25lbs, as needed
  - Must be able to bend, stretch, stand and sit for extended periods of time; climb stairs, reach, twist, sit, and/or walk
  - Typically works in the office at a desk
  - Available to work 5 hrs/day; three days a week, preferred
  - Available to work occasional evenings or weekends
  - Other duties as assigned.