



HopeWay Job Description

Job Title: Admissions Counselor

Scope

The Admissions Counselor coordinates the pre-admission process by conducting clinical assessments with potential clients to determine appropriateness for admission to HopeWay.

Primary Responsibilities

- Provides telephonic clinical services by screening potential clients, gathering collateral information from providers and family members/loved ones
- Gathers all necessary clinical documentation for referrals to HopeWay programs to allow for clinical determinations as to the appropriateness of potential admissions to all levels of care
- Reviews clinical documentation on all referrals with the Director of Admissions and/or Medical Director
- Completes face-to-face or telephonic Biopsychosocial assessments with individuals presenting for admission to a HopeWay program
- Provides ongoing communication regarding the status of the referrals to the referring parties
- Communicates alternative treatment options to referring parties when the client is not appropriate for admission to a HopeWay program
- Gathers necessary insurance information to request verification of benefits while working in partnership with Orbit (third billing company) and the Finance Team
- Develops and maintains accurate documentation through the use of Salesforce to work collaboratively with marketing and business development and the Outreach Team
- Maintains up to date certifications in CPI, HIPPA, Relias trainings, First Aid and Basic Life Support
- Maintains North Carolina state licensure training requirements

Core Competencies

- Demonstrates competency and knowledge of DSM-5
- Strong communication skills by recognizing the importance of tone, inflection, volume, and pace of speech as a clinical tool
- Works with the highest degree of integrity
- Displays a strong work ethic
- Demonstrates a high degree of flexibility and adjusts well to change
- Works well within a team setting and is a strong collaborator
- Has a competency in utilizing computers, working within an electronic medical records system, Outlook, telephones, general office equipment and/or demonstrates the ability to learn the operational aspects

Physical Requirements

- Works in an office setting with prolonged periods of sitting reviewing medical records and documentation
- Repetitive wrist motion and occasional lifting of 10 – 20 lbs.



Education, Experience and Certification

- Must be working towards clinical provisional licensure or have an active license i.e. LCSW, LCMHC, LCAS
- Master's degree in a relevant human services field such as Social Work, Counseling, Psychology, or Marriage and Family Therapy from an accredited school of graduate education required
- 2-4 years of experience working in a behavioral health and/or substance abuse treatment setting preferred

Schedule and Status

- Full-time position
- Weekday hours

The above statements are intended to describe the general nature and level of work being performed by people assigned this job classification. They are not to be construed as an all-inclusive list of all duties, skills and responsibilities of people so assigned.

Rev. 3/22

Printed Name: _____

Signature: _____ Date: _____

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