



Job Title:	Admissions Specialist
Department:	Admissions
Reports To:	Director of Admissions
Employment Status:	Full-time
FSLA Status:	Exempt
Work Location:	HopeWay at Oakhurst Commons HopeWay – inclusive of Foundation, Wellness, & Veterans House HopeWay Psychiatry & Associates
Remote Work:	Not Applicable
Schedule:	Monday-Friday 40 hours per week, Weekends as needed
Effective Date:	Wednesday, August 9, 2023

POSITION SUMMARY

The Admissions Specialist plays an integral role within HopeWay by working with a multidisciplinary clinical care team to determine a client's appropriateness for admission by conducting clinical assessments via telephonically and/or a virtual or on campus platform and recommend provisional diagnoses of psychiatric and/or substance use disorders. The Admission Psychotherapist Specialist will also assist with care coordination with referral sources, provide therapeutic and crisis intervention, and suggest alternative treatment options if it pertains to the needs of the client.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core competency is demonstrated by the ability to carry out the essential duties and responsibilities of the job. The essential functions include, but are not limited to, the following.

1.	Conducts assessment and biopsychosocial evaluations on clients; demonstrates ability to formulate appropriate diagnoses using standards establish by the Diagnostic and Statistical Manual of the American Psychiatric Association.
2.	As indicated, is responsible for the assessment and implementation of crisis intervention and planning for high-risk clients (i.e. suicidal, homicidal or at high risk for self-injurious behavior or violence).
3.	Provides telephonic clinical services by screening potential clients, gathering collateral information from providers and family members/loved ones
4.	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
5.	Demonstrates ability to verbally present cases in a clear, concise and clinically relevant manner during daily clinical team meetings with the Director of Admissions, Medical Director of Admissions, or other Medical Staff.
6.	Completes face-to-face or telephonic biopsychosocial assessments with individuals presenting for admission to a HopeWay program
7.	Provides ongoing communication regarding the status of the referrals to the referring parties
8.	Communicates alternative treatment options to referring parties when the client is not appropriate for admission to a HopeWay program



9.	Gathers necessary insurance information to request verification of benefits while working in partnership third billing company and the Finance Team
10.	Develops and maintains accurate documentation through the use of Salesforce to work collaboratively with marketing and business development and the Outreach Team
11.	Performs other duties as assigned.

COMPLIANCE & PROTECTED HEALTH INFORMATION

- Understands and adheres to:
 - HopeWay compliance standards as they appear in the Employee Handbook, Code of Conduct, and Conflict of Interest policy.
 - Understands and adheres to HIPAA, CFR 42 Part 2, and North Carolina Identity Theft Protection Act standards, rules, and regulations.
 - The Minimum Necessary Standard when accessing protected health information in the performance of job duties and/or disclosing protected health information for treatment, payment, and/or operations purposes.
- Stays up-to-date with all HopeWay practices, rules, regulations, and policies as they presently exist and as they change and/or are modified.
- Keeps well-informed of all applicable federal, state, and local, regulations, laws, and policies as they presently exist and as they change and/or are modified.

JOB REQUIREMENTS

Minimum Qualifications

The minimum qualifications described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- **Education:** 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.
- **Experience:** 2-4 years of experience working in a behavioral health and/or substance abuse treatment setting preferred.
- **Licensure/Certification:** Must be working towards clinical provisional licensure or have an active clinical license in the state of North Carolina.
- **Knowledge of:**
 - Computers, Microsoft Office products, and electronic health record (if applicable).
 - HopeWay's mission, vision, values, and philosophy regarding extraordinary customer relations and quality of service.
- **Ability to:**
 - Operate office equipment such as a personal computer, calculator, copier, fax machine, telephone, and general office equipment.
 - Multitask/Work in a fast-paced environment with several competing demands.



- Assess and prioritize multiple tasks and demands; work within deadlines to complete projects and assignments.
- Identify and recommend solutions to problems.
- Develop and maintain effective working relationships with clients, family members, guests, the general public, associates, supervisors, providers, and staff.
- Communicate effectively in oral form; read and write; understand, follow, and carry out written and oral instructions.
- Exercise appropriate judgment in completing essential functions.
- Manage difficult or conflict situations constructively with a high degree of sensitivity, tact, and diplomacy, and seek appropriate assistance.
- Upon successful completion of job training, the ability to work independently and as part of a multidisciplinary team with professionalism, respect, integrity, and a strong work ethic.
- **Skills:**
 - Excellent written and verbal communication, customer service, telephone skills, attention to detail, and organizational skills.
 - Skill in dealing firmly, tactfully, and courteously with clients, family members, guests, and the general public.
- **Additional Requirements:**
 - Basic Life Support (BLS) and First Aid certification from American Heart Association or American Red Cross required. Must be obtained within 30 days of effective date and be maintained as *current* throughout employment.
 - Verbal De-Escalation training/certification required. Must be obtained within 30 days of effective date and be maintained as *current* throughout employment.
 - Tuberculosis screening required. Must be completed prior to effective date and rescreened *annually* throughout employment
 - A minimum of two years of sobriety preferred, if in recovery.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- **Physical Demands:** Must be able to remain in a stationary position up to 50% of the time. Must be able to operate office equipment. Must be able to move about from work area to work area and position self to accomplish tasks. Must be able to communicate information/ideas so others will understand, and exchange accurate information in these situations. Must be able to observe details at close range. Must be able to exert up to 15 pounds of force to move, position, install, and/or remove objects.
- **Work Environment:** Must be able to perform complex tasks requiring independent knowledge and its application to non-routine situations. May be exposed to dust, fluctuation in inside temperatures,



and electro-magnetic radiation (e.g., computer screen). The noise level in the work environment is generally quiet.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the individual will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this job description are the minimum levels of knowledge, skills, or abilities. This job description does not create an employment contract, implied or otherwise, other than an at-will relationship.

HopeWay is an equal opportunity employer, tobacco/nicotine/drug-free workplace, and complies with ADA regulations as applicable.

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge I have reviewed and accepted this job description.
(Employee's Name – PRINT)

Employee's Signature

Date: _____

Human Resources/Supervisor Signature

Date: _____

Human Resources/Supervisor Name & Title – PRINT

FOR INTERNAL USE ONLY

Approved By: _____

Approved Date: _____