



## **Intake and Referral Specialist Full Time**

### **Company Overview:**

LifeSpan is a leading social services organization serving Southwest Ohio. Established in 1945, LifeSpan provides services that address the emotional, physical and financial well-being of families and individuals through financial counseling, care management and support services for older and disabled adults, and school-based social work.

LifeSpan is seeking a **dynamic and motivated individual for an Intake and Referral role within the Butler County Elderly Services Program.** This very important role is responsible for over the phone screening of referrals and directing callers to appropriate long term care options.

### **Position Description:**

- Provide information about aging network and services as well as other community resources to callers.
- Complete telephone assessments for the Butler County Elderly Services Program.
- Enter screening information into the designated software system per procedure.
- Send new enrollments to designee for case assignment
- Maintain records and complete reports as needed or requested.
- Assist with responding to online chat, online referrals and/or questions submitted via LifeSpan website.
- Maintain open lines of communication with hospitals, community agencies and other referral sources.
- Assist with maintenance of internal resource data base.
- Perform other related tasks assigned within the scope of the position.

### **Requirements:**

- Education: Nurse or Social Worker with at least one year experience in home health care, medical social work, geriatrics or appropriate Bachelor's Degree in a related field
- Must possess excellent interviewing skills.
- Must be skilled in computerized data entry.
- Must receive AIRS certification within the first year of employment.
- Must have an acceptable criminal records check as defined in the ODA criminal records check rule 173-14-01
- Possess excellent communication (verbal and written) and organizational skills

If you are interested in joining a team of dedicated professionals who strive to help strengthen the lives of others, please submit professional references and a copy of an updated resume to [jobs@lifespanohio.org](mailto:jobs@lifespanohio.org) .