ZHAWENIMIN HARM REDUCTION CENTER JOB VACANCY

JOB TITLE:	INTAKE SPECIALIST
POSITION TYPE:	FULL-TIME NON EX-EXEMPT –VARIOUS SHIFT SCHEDULES
SALARY RANGE:	$20.00 HOURLY, COMMENSURATE WITH EXPERIENCE
BENEFITS PACKAGE:	MEDICAL, DENTAL, VISION, LIFE INSURANCE, PTO, SHORT TERM DISABILITY, 401K, PAID HOLIDAYS
REPORTS TO:	ADMINSTRATION MANAGER
OPEN UNTIL:	UNTIL FILLED

ORGANIZATION

The Zhawenimin Harm Reduction Center (ZHRC) is committed to helping all individuals experiencing homelessness with access to medical, mental health, substance use support, and resources to find permanent supportive housing.

Zhawenimin Harm Reduction Center (ZHRC) is a 57 bed congregate homeless shelter located on the beautiful shores of Lower Red Lake in Northern Minnesota, serving clients in need of chemical, behavioral, and physical health services. ZHRC's mission is to increase well-being through recovery while working to end homelessness. Our vision is communities free from health and economic inequities. We are committed to undoing racism and reducing disparities experienced by the relatives we serve. By providing integrated mental, chemical and cultural health services, housing and housing supports, ZHRC helps individuals overcome personal and systemic barriers to stability, economic advancement, and health.

SUMMARY

Intake Specialists help ensure smooth intake processes by managing records and acting as liaisons between patients or clients and service providers. They may be a person's first point of contact with a hospital, mental health treatment center or large legal office, so they also work to build trust with the clients.

ESSENTIAL RESPONSIBILITIES & DUTIES ON-SITE

- Collecting information from potential patients or clients
- Verifying information, such as income or insurance coverage
- Processing intake forms, consent documents and any required disclosures
- Updating and maintaining records
- Explaining available services and business policies to potential clients or patients
- Coordinating with other departments or referral sources to streamline intake processes
- Scheduling appointments like initial assessments, consultations or follow-ups based on client needs
- Conduct full intake with participants entering Zhawenimin Harm Reduction Center (ZHRC).

 Note: Zhawenimin Harm Reduction Center (ZHRC) considers this position a mandated reporter of abuse.

- Assist Housing Case Manager/Supervisor and other team members with updates of needs, concerns, and any recommendations of the residents to ensure holistic, consistent supports and services are in place.
- Be reliable and timely for all scheduled shifts to maintain consistent and dependable services to the participants and to support our Zhawenimin Harm Reduction Center (ZHRC) Team.
- Maintain confidentiality and HIPAA of all client information.
- Knowledge of Procentive.
- Knowledge of SALA software.
- Perform other duties as may be assigned by Administration Manager/Director
- Adherence to policies and procedures of Zhawenimin Harm Reduction Center (ZHRC)

OTHER DUTIES & RESPONSIBILITES

- Handling complaints from patients
- Fielding calls and emails from patients and providers
- Scheduling procedures, consultations and other services
- Performing standard clerical work
- Develop healthy and supportive relationships with participants while maintaining professional boundaries; demonstrate kindly assertiveness in guiding participants on their journey to wellness.
- Participate in weekly team meetings to discuss program participants and provide progress updates; attend Zhawenimin Harm Reduction Center (ZHRC) staff and program meetings, quarterly reviews, cultural teachings and trainings and other trainings as indicated.
- Participate in trainings and professional development sufficient for the provision of best practice services for participants.

QUALIFICATIONS

EDUCATION: Must have a High School or General Education Diploma (G.E.D) required. Preferred AA/AAS in Business Administration/Management degree related field or equivalent combination of education and experience.

WORK EXPERIENCE

- One year of experience in Business Administration or Behavioral Health services field.
- Demonstrated ability to work with high-barrier populations (mental health, chemical dependency, homelessness, domestic violence, sexual exploitation, & abuse.)
- Proficient in Microsoft Office applications.
- Demonstrated knowledge of and ability to work effectively with participants with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQIA2+.
- Effective communications skills that supports creating a strong rapport with participants. Skilled at reading non-verbal cues of others.
- Passionate about the good of our community and safety of our relatives.
- Demonstrate the ability to maintain confidentially and ethics.

- Demonstrate the ability to prioritize issues based on immediacy, urgency, and critical nature and handle complex, emergent situations.
- Ability to navigate electronic records independently.

Certificates, Licenses, Registrations

- Ability to pass criminal and background check
- Must be 21 years of age and older
- Valid Minnesota Driver's License and proof of auto insurance
- Adult CPR and Basic First Aid
- Ability to pass drug screening and remain free from substance abuse issues during employment.

Zhawenimin Harm Reduction Center (ZHRC), provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, gender identity and/or expression, age, physical or mental disability, veteran status or other protected classification. Zhawenimin Harm Reduction Center (ZHRC) encourages individuals with diverse backgrounds, lived experience, and/or members of the LGBTQIA2+.community to apply.

TO APPLY

Applications and copies of resumes, diplomas/certificates are being accepted at the:
Red Lake Nation Government Center – Human Resources Department
P.O Box 546
Red Lake MN, 56671
Phone: (218) 679-1847
Fax: (218) 679-4176
Shalana.lussie@redlakenation.org

Zhawenimin Harm Reduction Center
23406 North Street
Reyna Gonzalez-Lussier, Admin. Director
Reynagonzalez-rivera@redlakenation.org
(218) 398-5683