



Bridge Steps Job Description

Job Title:	Triage Specialist - Intake	Department:	Services
Reports To:	Intake and Guest Recovery Manager	FLSA Status:	Exempt

SUMMARY:

The Triage Specialist ensures a prompt & appropriate assessment to determine level of care requirements of guests entering into The Bridge. The essential duties of this position require rapid assessment to determine appropriate level of services required to meet the guests need. Duties include triage, information & referral, enrolling in Recovery Services and ensuring timely access for all emergency, urgent and routine services.

PRIMARY RESPONSIBILITIES:

- Screens and assess all new guests to determine level of care and services needed and provides referrals to the appropriate on-site provider or referral to community resources
- Completes HMIS intake forms consistently and accurately, obtaining detailed information from guest to determine eligibility for services
- Verifies potential guest's shelter needs, obtains detailed shelter verification if available, and completes necessary enrollment in recovery services if guest is eligible for Bridge services.
- Accurately enters guest information into the database
- Provides orientation to The Bridge services for all new guests and ensures all guests understand their requirements in order to participate in recovery services

GENERAL QUALIFICATION:

- General knowledge of behavioral health conditions, terms, and diagnoses
- Experience in providing assessment, crisis intervention, and de-escalation skills of mental health and chemical dependency disorders of all populations
- Personal computer skills, including experience in word processing, software and data entry
- Must have excellent interpersonal and organizational skills with special attention to detail. The ability to listen empathetically is essential
- Proven ability to work in a fast-paced environment with minimum supervision



- Must be comfortable briefly discussing all of behavioral health crisis situations to triage appropriately
- Experience in coordinating multiple requests and problem-resolution skills
- Demonstrated ability to work as a member of a team.

WORK ENVIRONMENT:

This position is mostly sitting and talking with our guest (the homeless population). This position is in close contact in an office most of the day. You will work alone as a part of a team. It requires to be observant of your surroundings.

This position must understand the possibility of exposure to inside environmental conditions such as infectious / communicable diseases, blood and bloodborne diseases, odors, and dust. There is also the possibility of physical and/or verbal abuse from guest.

It is recommended that employees get tested for TB every six months or as often as they choose. The Bridge offers free testing. See Human Resources on the testing schedule.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree: Psychology, Social Work or related field required. Qualified Mental Health Professional preferred
- 2 - 3 years - Prior experience in mental health, chemical dependency or triage preferred
- Bi-lingual Preferred

NOTE: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I am able to perform the essential functions of this position.

Employee Name (Print)

Employee Signature

Date