



Community Care Network is looking for an Access/Intake Specialist to join our team!

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through responsive, innovative and collaborative human service

About the Role:

The Access/Intake Specialist serves as the first point of contact for individuals seeking behavioral health, substance use, or developmental services. This role is responsible for greeting and guiding individuals, children and families through the access process with professionalism and empathy. The specialist ensures all administrative paperwork is completed accurately, verifies insurance eligibility, collects and inputs clinical screening information, and supports the coordination of care with internal departments.

Responsibilities:

- Serve as the initial point of contact for clients entering the Agency, ensuring a welcoming and professional environment.
- Conduct initial administrative intake interviews to gather demographic, clinical, and insurance information.
- Verifies insurance eligibility and benefits using online portals or direct provider contact.
- Provide and explain intake paperwork to individuals, assisting with completion as needed.
- Input data into the electronic health record (EHR), including clinical screeners for mental health, substance use, and developmental services.
- Collaborate with clinical and administrative staff to ensure smooth transitions into services.
- Schedule initial appointments or assessments with clinical staff.
- Identify urgent needs and triage appropriately based on program guidelines.

Qualifications:

- High School Diploma/GED required; Associate's degree in health administration, social services, or related field preferred.
- 1-2 years of experience in a healthcare or social service setting, preferably in behavioral health or developmental services.
- Proficiency with data entry and electronic health record (EHR) systems.

- Strong interpersonal and communication skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Familiarity with clinical screening tools (e.g., PHQ-9, GAD-7, ASAM, etc.) is a plus.
- Must have a valid driver's license, reliable transportation with personal automobile liability insurance coverage at or above the levels mandated by the State of Vermont.
- *Successful completion of a criminal history background check after hire.

What's in it for YOU:

- Competitive Pay Range - \$22.43-\$25.28/hour (compensation is typically dependent upon experience)
- Comprehensive Benefit Package
 - o 401(k)
 - o 401(k) matching
 - o Dental insurance
 - o Employee assistance program
 - o Flexible schedule
 - o Flexible spending account
 - o Health insurance
 - o Health savings account
 - o Life insurance
 - o Paid time off
 - o Professional development assistance
 - o Retirement plan
 - o Tuition reimbursement
 - o Vision insurance
- Career Training and Development
- Tuition Discounts

CCN is an Equal Opportunity Employer.