

Position Title: Intake Specialist- Nutrition Department

Employment Category: Full-Time

Reports To: Nutrition and Client Services Manager

General Description:

MANNA is a non-profit organization that cooks and delivers nutritious, medically appropriate meals and provides nutrition counseling to neighbors who are battling life-threatening illnesses such as cancer, renal disease, and HIV/AIDS. Through our delivery of 3 meals a day, 7 days a week, MANNA provides hope and nourishment to the Greater Philadelphia and Southern New Jersey areas.

The Intake Specialist participates in the contract division of the nutrition department and is responsible for coordinating the delivery of appropriate and timely nutrition services to members referred to our program via their health insurance provider. The Intake Specialist serves as the point person for communication with all contracted insurance providers and their members and works closely with the registered dietitians on staff to schedule counseling appointments as well as assist with other clerical daily needs.

Specific duties:

- Receive referrals via a secure email server from contracted insurance providers and logs, organizes, and processes each referral.
- Promptly processes referrals through a telephonic intake process with the referred member, providing detailed explanation of services and scheduling nutrition counseling appointments with the registered dietitians.
- Enters all pertinent member information into MANNA's EHR (Electronic Health Record) software system and maintains member records.
- Work closely within the multi-disciplinary health care teams to provide exceptional care and communication.
- Receive and process calls and correspondence from potential and existing MANNA clients, medical providers, and support staff.
- Participate in the quality assurance initiatives and client satisfaction survey processes in order to assess outcomes of the program.
- Follows all HIPAA laws and procedures to protect client confidentiality.
- Other duties as assigned

Required Education and License:

- Bachelor's degree in a health or social services related field preferred.
- High School Diploma

Qualifications and Experience:

- Prior experience working at a nonprofit organization and/or a medical office or hospital setting.
- Bilingual in Spanish preferred.
- Ability to use Microsoft Office and EHR software.
- Strong oral and writing communication skills.
- Ability to work independently and as a team player with a diverse population
- Exceptional organizational skills in order to handle multiple tasks at once and organize time effectively.
- Provides exceptional customer service and support to clients using critical thinking and problems solving skills.
- Ability to work in a professional atmosphere with multidisciplinary team members.

Please send a cover letter with your resume to the following contact at MANNA.

Nicole Lavery, RD, LDN

Director of Nutrition & Client Services

nlavery@mannapa.org