Access Point Intake Specialist - Fee-For-Service

As part of IMPACT Alcohol and Drug Abuse Services Program, the Intake Specialist screens clients for eligibility for Milwaukee County funded AODA treatment at community locations, such as hospitals and social service organizations, and determines appropriate level of care. The Intake Specialist facilitates referrals to the agency selected by the client. The Intake Specialist is also responsible for voucher maintenance information. The Intake Specialist must have reliable transportation, a valid driver’s license and a vehicle insurance.

*This is a fee-for-service position. Your rate of pay will be $100 per case / $15 per hour for training, team meeting or other non-case work you might be asked to do. There will be four cases per week. Initial and subsequent client contact, related documentation, and record keeping are considered to be one case.*

**Background / Experience**

- Master Degree required.
- CSAC preferred.
- AODA experience required.
- Possess the ability to learn and use computer software needed to maintain Milwaukee County AODA Bureau system.
- Customer service experience.

**Abilities and Skills**

- Excellent customer service skills, both internal and external.
- Able to work effectively in a team-oriented environment.
- Effective written and verbal communication.
- Strong problem-solving skills.
- Commitment to accuracy and detail.
- Strong judgment and decision making skills.