Access Point Intake Specialist

As part of IMPACT Alcohol and Drug Abuse Services Program, the Intake Specialist screens clients for eligibility for Milwaukee County funded AODA treatment and determines appropriate level of care. Once modality has been determined, the Intake Specialist makes referral to the agency selected by the client. The Intake Specialist is also responsible for voucher maintenance information. Must have own vehicle, insurance, and valid driver license to conduct mobile screens. Fluent in both Spanish & English is preferred.

**Background / Education / Experience**
- AODA experience required.
- Master’s degree preferred.
- Ability to work with clients who have a variety of mental health and AODA concerns.
- Ability to learn and use computer software needed to maintain Milwaukee County systems.

**Knowledge / Abilities / Skills**
- Fluent in both English and Spanish a plus.
- Effective written and verbal communication.
- Excellent customer service skills, both internal and external.
- Able to work effectively in a team-oriented environment.
- Good problem-solving skills.
- Accuracy and detail oriented.
- Good judgment and decision making skills.
- Cultural competency skills necessary to work effectively with diverse customers.
- Self-motivated.
- Ability to demonstrate empathy and good listening skills.