



**Position Title:** Intake Specialist

**Employment Category:** Full-Time

**Department:** Nutrition & Client Services Department

**Reports To:** Nutrition and Client Services Manager

**General Description:**

MANNA is a nonprofit organization in Philadelphia providing nutrition services to improve health for people with serious illnesses who need nourishment to heal. By providing medically tailored meals and nutrition education, we empower people to improve their health and quality of life.

The Intake Specialist supports 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 or medical care provider. The Intake Specialist serves as the point person for communication with referral sources and care coordinators from insurance companies and works closely with the Registered Dietitians on staff to schedule counseling appointments as well as assist with other daily clerical needs.

**Specific duties include:**

- Receive referrals via a secure email server 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.
- Participate in the re-certification of existing clients for meal delivery.
- 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.

- Maintain client records (computer and hardcopy) and 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 and has the ability to handle multiple tasks at once and prioritize time effectively
- Excellent customer service and the ability to support clients using critical thinking and problems solving skills.
- Ability to work in a professional atmosphere with multidisciplinary team members.

**Salary:**

Compensation is competitive and will be proportionate with a candidate's skills, experience and education level. Annual starting salary range is \$35,000 to \$37,000.

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

Tonya Cooper, RDN, LDN  
Nutrition & Client Services Manager  
tcooper@mannapa.org