



**POSITION:** Intake Specialist  
**REPORTS TO:** Nutrition and Client Services Manager  
**POSITION TYPE:** Full-time Exempt

**ABOUT MANNA:**

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.

**SUMMARY:** 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.

**SUPERVISORY RESPONSIBILITIES:** None

**ESSENTIAL FUNCTIONS:**

- 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.
- Schedule 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 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 SKILLS AND ABILITIES**

- 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.
- Valid driver's license with safe driving record.

## **EDUCATION AND EXPERIENCE**

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

MANNA is an essential organization and remains open during the COVID-19 pandemic. We are currently following strict safety guidelines to keep employees and volunteers safe. The qualifying candidate for this position will report to the office and must show proof of full vaccination.

**SALARY:** \$37,000 to \$39,000.

**BENEFITS:** Health insurance, FSA, Pre-tax Commuter Spending Account, Life insurance, Disability insurance, 401(k) plan with match, PTO up to 12 days in year one plus 5 sick days, 9 paid holidays plus one 'floating' holiday per year.

**TO APPLY:** Send resume and cover letter to: Emily Pagán, Senior Human Resources Generalist at [epagan@mannapa.org](mailto:epagan@mannapa.org)