



Intake and Administration Specialist - Job Description **Family Voices Colorado**

Mission

Family Voices Colorado is a 501c3 non-for-profit which strives to make Colorado a better place for children with special health care needs.

- Family Voices CO provides public awareness of the challenges and barriers of children and youth with special health care needs and their families
- Family Voices CO works to improve health equity, access and quality of care for children and youth with special health care needs, through: Policy Work, Education/Training, and Collaboration
- Family Voices CO assists vulnerable families in Colorado to navigate today's healthcare and service systems, understanding their rights and services available to them

Position Description

\$19-23 hourly rate commensurate with experience. 20-30 hrs/wk.

The Intake and Administration Specialist, a part-time position in the Denver Metro area, will work to provide administrative support to the executive staff and family navigators in order to support their efforts to assist families with children and youth with special healthcare needs within Colorado. The Executive Team and Administration Specialist will meet at least weekly. Position is hybrid with most work able to be completed at home but attendance at events, in office and at meetings in the Denver Metro area will be required intermittently as well as regular check-ins at the office in Denver. The Administration Specialist reports directly to the Executive Director.

Primary Responsibilities

The Administration Specialist will work with the FVCO team to support staff in their efforts to support children and youth with special healthcare needs.

Duties will include:

- Answer and triage phone calls and responds to email and website inquiries
- Completes intakes for new contacts via phone, email, and digital intake form; enters information into database; and tasks family navigators to follow-up with clients
- Manages organization calendar and shared drive
- Distributes surveys and collates results
- Formats and creates shareable documents such as agendas, resource sheets, spreadsheets, etc.
- Maintains office space and presence at Colorado Health Capitol
- Orders print materials and mails materials as needed
- Maintains inventory of resources and resource fair supplies by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies
- Maintains HIPAA compliance
- Exhibits polite, professional, and compassionate communication via phone, video calls, e-mail, and mail

Qualifications

- Excellent communications and interpersonal skills
- Experience working within the special healthcare needs and/or disability world
- Ability to execute tasks independently
- Excellent organizational skills
- Compassionate
- Highly computer literate

Preferred but not required

- 3 years administrative experience
- Bilingual (English and Spanish)
- Parent or sibling of a child, youth, or adult with special health care needs, will be given preference
- Knowledge of the Health Insurance Privacy and Accountability Act (HIPAA)-related policies and procedures
- Experience with database systems such as Vertical Change and Salesforce

Equal Employment Opportunity

Family Voices Colorado (FVCO) is an equal employment opportunity employer that actively seeks to encourage diversity in our workplace and works to promote equity in health care. FVCO does not discriminate against employees or job applicants on the basis of race, color, religion, creed, national origin, ancestry, sex, pregnancy, age, gender, gender identity, gender expression, ancestry, marital status, sexual orientation, physical or mental disability, military status, genetic information, marriage to a co-worker, or any other status or condition protected by applicable federal, state or local law.

For further information about FVCO, please visit our website at <https://familyvoicesco.org/>.

To Apply

Email a resume and cover letter to megan@familyvoicesco.org. Please include “Intake and Administration Specialist Application” in the subject line.