

Intake Coordinator

Department: Client Services

Status: Nonexempt / Full Time

Reports to: Program Director

Supervisory Responsibilities: None

Position Information: This position manages the intake process for clients at the CAC, including paperwork, scheduling, wait list management, follow up, and some service screening. It also has primary front desk responsibilities such as greeting clients, answering telephones, scheduling, record and file maintenance, data entry, and clerical and administrative support to the Client Services staff.

Essential Duties and Responsibilities

- Provides a friendly and comfortable waiting area for clients and their families, greeting them, checking them in, tracking intake paperwork, and providing supervision of interns/volunteers as needed.
- Ensures coverage of front desk at all times.
- Maintains all forms and packets used in intake/assessments, crisis counseling and therapy, outreach, agency tours, and other venues.
- Manages and reports statistical information, including client and caregiver satisfaction and client demographics and services, using client databases.
- Maintains inventory control and ordering of Client Services supplies.
- Provides clerical and office support to staff, including postage and mail receipt.
- Schedules medical appointments with YWCA and volunteer or intern who will accompany the child.
- Manages and reports client data as directed.
- Oversees waiting area volunteers, providing job-specific training and oversight of tasks.
- Screens community and Partner Staff referrals regarding forensic interviews and counseling services, child sexual abuse in general, and children with problematic sexualized behaviors, gathering needed information and connecting them to appropriate Client Services staff member or community service.

Educational Requirements and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Possesses a high school diploma or its equivalent.
- Has a valid driver's license and reliable automobile or other reliable transportation.
- Has minimum one year experience working in an administrative capacity, preferably in an office or social service setting.
- Has proficiency in internet and Microsoft Office platform, especially Outlook and shared calendar.

Competencies

To perform this job successfully, an individual should demonstrate experience in and commitment to the following competencies, in addition to normal job responsibilities related to these competencies:

Advocacy and Public Policy - Recognize issues surrounding child sexual abuse and how awareness and prevention efforts enhance community awareness of child sexual abuse and encourage children and adults to report abuse.

Communications - Present self and agency professionally in oral or written communications, writing or speaking clearly and informatively with empathy and understanding; exchange information efficiently and effectively, listening and seeking needed clarification; contribute to the overall culture of the Center through healthy communication, respect, and commitment to the agency's mission, vision, and values.

Financial Management and Social Entrepreneurship - Assist with reporting for state and private grants, demonstrate understanding of agency budget and stewardship of resources.

Fundraising and Resource Development - Work alongside staff and volunteers to meet cash match requirements for state and private grants, participate in community tours of agency and represent department to community.

Data Management - Maintain confidentiality of client information and provide accurate and timely tracking of client demographics and Center services.

Direct Service - Possess awareness of direct services provided by agency to understand organizational mission and own role in it.

Human Resources Management and Volunteerism - Work alongside and act as resource for program volunteers.

Leadership and Governance - Recognize organizational values and represent them in everyday activities.

Legal and Regulatory - Understand confidentiality and mandated reporter requirements surrounding child welfare.

Planning and Evaluation - Assist in reporting data and evaluating programs, presenting accurate and timely information.

Flexibility and Adaptability - Possess skills in project and time management through detailed work in a fast-paced, ever-changing environment; establish and maintain cooperative and supportive working relationships with members of direct team, whether staff or volunteer, and the multidisciplinary team as a whole; and contribute to the overall culture of the Center through healthy communication, respect, and commitment to the agency's mission, vision, and values.

Personal Care and Development - Seek out and participate in professional development opportunities, both external and internal; commit to self and agency care.

Building of Global Capacity - Commit to intercultural development and seek to understand the unique needs of clients and donors of different backgrounds.

Work Environment and Physical Requirements

- 40 hours per week worked at the Children's Advocacy Center of Kent County. Generally worked Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. Some additional evenings and weekends may be required. Occasional driving for Center business.
- A trauma-rich environment with clients in crisis situations.
- Physical requirements include ability to sit and use a computer for long periods of time in a typical office environment, walking short distances, reaching and grabbing items, light lifting of up to 25 pounds, ability to interact with clients of all ages.