

Intake & MDT Coordinator

Supervisory Responsibilities: None

Position Information: This position manages the intake process for clients, including paperwork, scheduling, 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 direct service staff. This position also serves as the coordinator for the multidisciplinary team (MDT), ensuring strong relationships with on- and offsite partners.

Essential Functions

Client Relations (65%)

- Provides a friendly and comfortable waiting area for clients and their families, greeting them, checking them in, and tracking intake paperwork.
- 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 statistical information, including client and caregiver satisfaction and client demographics and services, using client databases. Prepares and submits regular reports as needed for grants.
- Maintains inventory control and ordering of direct service 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, including tracking law enforcement and prosecution outcomes.
- Oversees waiting area interns/volunteers, providing job-specific training and oversight of tasks.
- Answers the telephone, responding to MDT referrals regarding forensic interviews and forwarding other community calls to appropriate staff member.
- Follows up on police reports received from local law enforcement jurisdictions, including referrals for internal or community services.

Partner Relations (35%)

- Coordinates the MDT, leading monthly team case meetings and ensuring needs and onboarding training of each partner agency are met within agency procedures and practices.
- Establishes and maintains positive relations with internal and external law enforcement, children's protective services, medical, and prosecution partners through ongoing communications for planning, problem solving, and continuous improvement.
- Facilitates dialogue and collaborates with all members of the MDT to ensure all investigations and services are coordinated efficiently and expeditiously.
- Assists with training other agencies, volunteers, and community professionals regarding MDT process.

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.

- High school diploma or its equivalent.
- Minimum one year experience working in an administrative capacity, preferably in an office or social service setting.
- Ability to relate to clients of all ages, races, ethnicities, and socio-economic backgrounds.
- Proficiency in internet and Microsoft Office platform, especially Outlook and shared calendar.

Preferred Experience:

- Bi-lingual fluency in English and Spanish.