



Position Title:	Intake Coordinator
Salary Range:	
Reports to:	Executive Director

1. **Position Description Summary**

The Intake Coordinator provides compassionate, trauma-informed support to individuals in crisis who may be experiencing traumatic events, mental health or substance abuse issues. This position gathers information from a variety of sources and consults with Amani Center Medical Providers and Direct Service Staff regarding responses. This role organizes alternative medical exams or hospital referrals as needed and/or schedules families for assessments at the center. This position must ensure a high level of accuracy of the information obtained and that documentation is thorough and writing is professional and appropriate for presentation in legal settings. The Intake Coordinator provides emotional support and crisis intervention to clients and referrals to appropriate supports and services as needed.

2. **Requirements**

The issue of child abuse and neglect, and the work at the Amani Center, is often emotionally challenging. You will hear many stories related to child abuse and neglect and be exposed to cultural and socio-economic diversity and disparities on a regular basis. You will also be exposed to the resilience and positive outcomes that occur when working with children, families, and professionals in a supportive, trauma informed environment.

3. **Core Accountabilities:**

TEAMWORK: Cooperation, adaptability, flexibility, communication, dependability, support team goals.

- Work collaboratively with all Amani Center staff.
- Establish and maintain open communication to enhance team effort.
- Demonstrate flexibility in response to unexpected changes in work volume, emergencies, staffing and scheduling.
- Fulfill work schedule and commitments.
- Look for opportunities to assist co-workers.

RESPECT AND CARING: Compassion, client relations, professional behavior, value inclusion and diversity.

- Use interpersonal skills, which convey a positive and supportive attitude.
- Use discretion in discussions related to staffing or personal concerns.
- Give constructive feedback in a non-blaming, positive and confidential manner.
- Make continuous effort to identify opportunities to meet/exceed client needs and expectations.
- Demonstrate commitment to understanding and valuing individual differences and fosters an environment of acceptance, fairness and mutual respect.

EFFECTIVE USE OF RESOURCES: Effective use of time, people, supplies, safe and attentive work practices.

- Promote cost effectiveness through the proper use and conservation of supplies and equipment.
- Identify cost saving measures.



INITIATIVE: Self-motivation, take on project willingly, act on opportunities to improve, and contribute new ideas.

- Take the initiative to identify and solve problems.
- Support improvement and innovation in the workplace.
- Promote professional development and contribute to the professional growth of others.

SECURITY AND SAFETY: Ensure work is performed in a safe manner with security and confidentiality as a top priority.

- Maintain safe and clean work environment.
- Report all on-the-job injuries and seek medical attention as appropriate.
- Identify and report possible HIPAA or confidentiality violations and assist in HIPAA investigations when needed.
- Participate in yearly HIPAA Security Risk Analysis and Site Audit process.
- Identify and report any workplace hazards and provide feedback and input to management regarding work safety precautions including but not limited to:
 - Personal Protective Equipment
 - Exposure Control Plan including Engineering Controls and Work Practice Controls
 - Potential security breaches or risk factors related to the physical building or electronic data security
 - Work place safety or harassment
 - Report any observed or relayed Civil Rights Violations
- Practice Universal/Standard precautions and safe workplace practices.
- Serve on workplace teams including but not limited to the Safety Team.

4. Position Accountabilities and Essential Functions:

35% Client Services

- Provide compassionate trauma-informed support to individuals in crisis, individuals may be experiencing traumatic events, mental health or substance abuse issues that can create challenges in communication.
- Gather intake information from a variety of sources and thoroughly document the information in the electronic client management system.
- Receive incoming calls and e-mail referrals from community partners and parents.
- Gather information from community partners, parents and non-offending caregivers.
- Interact with clients, investigators and community partners with professionalism utilizing trauma-informed best practices.
- Listen to a family's needs and provide recommendations or referrals for appropriate services to meet the safety and security needs of the family.
- Provide emotional support to caregivers.
- Provide information to families including but not limited to:
 - The criminal justice process
 - Victim's Rights
 - The investigative processes for DHS and LEA
 - How to support child victims of abuse



- Make reports to Law Enforcement or the Child Abuse Hotline as needed.
- Coordinate alternative medical care when needed including hospital referrals.
- Help families with safety planning.
- Send appointment confirmation letters and reminder phone calls before appointments.
- Provide victims and/or caregivers with Crime Victim Compensation Program information and assistance when appropriate.

35% Case Management

- Gather records from multiple sources including but not limited to:
 - DHS records
 - Police reports
 - Mental Health Records
 - Medical Records
 - School Records
 - Photographs of injuries
- Upload any records or photographs to the server and electronic client management software.
- Prepare templates and forms for the assessment.
- Upload archived cases as needed, including any siblings or past cases for clients currently being referred.
- Document closed intakes and ensure that DHS receives closed intake notifications when a DHS referral is being closed or withdrawn.
- Document all intake information and service actions in the CareNet Client Management software.
- Maintain client records and track statistics and compile data as needed.
- Participate in case staffings and triaging cases as needed

20% Community Partner Interactions

- Build proactive relationships with community partners and develop new relationships with potential partner agencies.
- Learn about partner agencies and available services to better serve clients.
- Gather information from community partners.
- Notify investigators (DHS and LEA) of assessments being scheduled including phone calls, emails and faxes.
- Provide updates to investigators throughout the intake process.
- Relay information from Medical Providers to community partners and document the guidance in CareNet.
- Participate in Multi-Disciplinary Team meetings.
- Participate and represent the Amani Center in community meetings and events as needed.

10% General Duties

- Clean facilities including general cleaning and medical office sanitization.
- Coordinate workflows and schedules with other staff and volunteers.
- Participate in ongoing professional development including but not limited to:
 - Read research articles
 - Attend trainings, in person and webinars
 - Attend conferences and events



- Peer feedback, cross training and sharing what was learned in trainings
- Receive training from partner agencies
- Respond to subpoenas including the possibility of providing testimony in court as needed.

Able to fulfill backup responsibilities for the Child Forensic Interviewer and Family Support Services Specialist roles.

Other duties as assigned.

5. Qualifications/Education/Experience:

Required:

- Bachelor's degree or higher in social work, counseling, psychology, sociology, child development or related field and minimum one year of applicable clinical experience, OR equivalent combination of education and relevant experience to successfully perform the essential duties of the job.
- Able to pass a comprehensive criminal and child welfare background check.
- Proven ability to implement vision, think strategically, creatively problem solve, critically and innovatively, exercise good judgment and lead change.
- Training/Experience in crisis (peer) counseling, child development and cultural diversity required.
- Excellent organizational, writing, listening and communication skills
- Able to perform work independently and as a part of a team
- Computer skills such as Microsoft Office Suite
- Able to maintain a high level of confidentiality required
- Able to respond professionally, effectively and in a compassionate manner during high crisis and/or high stress situations.
- Strong relationship skills to establish and maintain effective working relationships with co-workers, the public, community partners, volunteers, courts and other agencies.
- Able to adapt to rapid changes in processes and workflows in response to internal agency changes as well as changes in laws, guidelines and best practices
- Ability to multitask and manage multiple competing deadlines and projects while responding to urgent needs of staff, clients and community partners.

Preferred:

- Database management, and electronic health records (E.H.R.) experience a plus.
- Basic understanding of the dynamics of child abuse and domestic/sexual violence as well as be familiar with the criminal justice/court system, mental health and substance abuse dynamics.
- Experience and/or knowledge of the multidisciplinary team process, including the individual roles and responsibilities of each team member is preferred.
- Experience in nonprofit administration including grant management, nonprofit governance and volunteer coordination.
- Knowledge of medical clinic operations or experience in a medical office and familiarity with HIPPA compliance rules, medical billing and medical office best practices preferred.
- Bilingual preferred with a direct need for Spanish and Russian but any language is a plus.



6. Job Conditions:

A. The physical effort typically applied in this job includes (check all applicable boxes):

- | | | | |
|---|---|--|---|
| <input checked="" type="checkbox"/> Lifting | <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Manipulating |
| <input type="checkbox"/> Carrying | <input checked="" type="checkbox"/> Pushing | <input type="checkbox"/> Shoveling | <input checked="" type="checkbox"/> Keying/typing |
| <input type="checkbox"/> Other (specify) | | | |

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.		X		
Between 1 & 5 lbs.		X		
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.	X			
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

- | | | |
|---|-----------------------------------|-----------------------------------|
| <input checked="" type="checkbox"/> Sitting | <input type="checkbox"/> Standing | <input type="checkbox"/> Walking |
| <input type="checkbox"/> Stooping | <input type="checkbox"/> Bending | <input type="checkbox"/> Confined |
| <input type="checkbox"/> Other (specify) | | |

MENTAL OR VISUAL DEMAND –

Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.

WORKING CONDITIONS –

The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job. Potential exposure to communicable diseases and blood borne pathogens is unlikely but possible.

ATTENDANCE – Regular attendance is of primary importance for every position at Amani Center. While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply.

Compliance with Amani Center’s general company standards is acceptable.

SAFETY – While all employees are expected to comply with Amani Center’s safety standards, specific practices as identified through job safety analysis (JSA) may be required. Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):

Compliance with Amani Center’s safety standards is acceptable.

FLSA STATUS – Non-exempt



EEO CLASSIFICATION – This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

<input type="checkbox"/>	Exec/Sr. Level Managers (1.1)	<input type="checkbox"/>	First/Mid-Level Managers (1.2)	<input type="checkbox"/>	Professional (2)	<input type="checkbox"/>	Technician (3)
<input type="checkbox"/>	Sales (4)	<input type="checkbox"/>	Administrative Support Workers (5)	<input type="checkbox"/>	Craft Worker (6)	<input type="checkbox"/>	Operative (7)
<input type="checkbox"/>	Laborer (8)	<input type="checkbox"/>	Service Worker (9)				

The following signatures are required to confirm the accuracy and completeness of the Job Description; that essential functions are aligned with organization goals and objectives; to validate that it is clear, concise and supports compliance with legal considerations; and employee understanding of the job requirements. NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

Employee _____ Date

Executive Director _____ Date