



Intake Coordinator Job Description

August 2019

sonoma county

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 40 years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

Position:	Intake Coordinator	Wage:	\$18.50-\$21.50
Department:	Therapy Program	Pay Basis:	Hourly
Reports To:	Therapy Program Manager	FLSA Status:	Non-Exempt
Hours/Week:	32-40		
Employment Status:	Part-time/Full-time		

Position Summary

The Intake Coordinator is stationed at the YWCA Therapy Program and works in coordination with the therapy team to provide individual and group counseling services to adults, families, and children.

Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General Clerical Support

Provides general clerical support to the Therapy Program team, which includes answering phones, making photo copies, data entry, creating files, and preparing reports as needed.

Coordination of Support Groups/Therapy Services

Primarily responsible for completing phone intakes with individuals interested in individual therapy or support groups. Responsible for contacting potential and current support group members and working with facilitators of the groups. Also responsible for tracking support group attendance, managing the waitlist for individual therapy and support groups, and following up with support group members who miss sessions. Responsible for preparing monthly billing invoices to contracted agencies for services rendered. Responsible for facilitating support groups, as needed.

Attends Community Meetings

Attends community meetings as a representative of the Therapy Program including attendance at Family Youth and Children's Services Team meetings where client case plans are developed. Attends outside provider meetings, as needed, to represent the organization and Therapy Program.

Performs other duties as requested

Organizational Culture:

Commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Key Behavioral Traits

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction, and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.

Prerequisite Qualifications

The candidate must meet the following criteria in order to be considered for employment in this position:

- Any combination of education, training and experience that would provide the opportunity to acquire the knowledge, skills and abilities above.
- Good to excellent oral, written and interpersonal communication skills, including ability to relate to diverse clientele and community population via telephone and in person.
- Two years' work or volunteer experience in a human services setting preferred.
- Spanish language fluency in reading, written, and spoken language.
- High school diploma or equivalent.
- Prior to employment, must pass pre-employment physical, TB test and drug screen.
- Prior to employment, must obtain DOJ & FBI fingerprint clearance.
- Ability to pass agency and requisite law enforcement criminal background checks.
- Valid driver's license, current auto insurance, ability to transport self to job-related events when required.

Knowledge & Skills:

- Knowledge of or ability to acquire knowledge of basic principles of public safety for domestic violence
- Standard English usage, spelling, grammar and punctuation
- Basic arithmetic computation and computer skills
- Universal Precautions and other safe work practices

Post-Hire Requirements

- Successful completion of the YWCA Sonoma County Domestic Violence Training Program. Course requires 40-hours of instruction. Candidates are required to take the first available class and will be scheduled by their supervisor. Exceptions to the 'first available class' are available upon supervisor approval, however the next available class must be attended and successfully completed to continue the employment relationship.

Supplemental Qualifications

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Proficiency in another language other than English, specifically, Spanish or other locally significant languages.
- Bachelor's degree in social work, psychology, or related field preferred.
- Previous experience working in the field of trauma.
- Previous experience with group facilitation.
- Knowledge of Efforts to Outcomes (ETO) and Apricot databases.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Candidate must be able to lift up to 35 pounds
- Movement within office environment including up and down three flights of stairs
- Ability to write by hand and use keyboard to perform general office functions
- Ability to communicate by speech and hearing continuously
- Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception) needed for detail work, computer use, reading and to potentially supervise children in a variety of activities
- Ability to sit and stand for extended periods of time
- Ability to walk, run, move, squat, stoop, bend, twist, turn, push, pull and reach in interactions with children

Acknowledgment:

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. The Employee may be required to follow any other job-related instructions and to perform any other job-related duties requested.

This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Signature Employee _____ Date _____

Signature Manager _____ Date _____

