

Position Description

Position: Intake Manager

Supervisor: Counseling Supervisor

The Intake Manager is responsible for all of the components associated with survivors of sexual violence and their non-offending family members seeking counseling services. This includes providing support when the client/caregiver initiates contact with the agency, discerning what services best fit the client's needs, maintaining the waiting lists for children and adults, providing group support and, providing or arranging crisis intervention as needed.

The following is a list of duties, which are considered essential functions of this position. This list is not exhaustive, as all positions at Zacharias Sexual Abuse Center (ZCenter) are dynamic. This is consistent with our need to be flexible and responsive to the needs of our clients, donors, volunteers, etc. The employee who occupies this position is expected to assume any/all duties assigned by management, irrespective of whether such duties are specifically included in this list. While an effort is made to thoroughly describe the customary manner in which this job is performed, reasonable accommodations will be made for qualified individuals with disabilities who may not be able to complete this job in the manner indicated.

SPECIFIC RESPONSIBILITIES INCLUDE:

- Acting as the initial point of contact for callers and walk-ins to the agency that are looking for counseling services, and determining what services would best fit their needs.
- Provide trauma-based, client-centered, groups for child, adolescent, and adult survivors of sexual assault and abuse. Continually assess the needs of those on the waitlist for group and work with the counseling staff to assure groups are running continually.
- Scheduling and providing short-term crisis counseling appointments and long-term counseling appointments as needed.
- Coordinating with the counseling team for crisis counseling appointments and with other ZCenter staff, volunteers, and interns for short-term crisis intervention as needed.
- Making appropriate community referrals if our services do not meet their immediate needs.
- Maintain a flexible schedule, including ability to work evenings and weekends.
- Maintaining the English-speaking adult and children's waiting lists and provide an end of the month total of client's awaiting services to Executive Director.
- Distribute referrals from the waitlist to counseling team members.
- Supporting the counseling work of staff, contractors, interns, and counseling volunteers by providing guidance and training about the intake process as needed, while ensuring that incoming crisis calls received are handled appropriately and that the corresponding intake/referral documentation is accurate.
- Serving as liaison with area schools to coordinate in-school counseling services provided by the agency, including individual and group counseling services.

- Attending and actively participating in counseling team meetings and individual supervision for the purpose of coordinating client information/case management and case consultation.
- Facilitate a portion of the 40 hour volunteer /staff training as needed.
- Assist with agency events and other projects or task forces as assigned by the Director of Community Services, and/or the Executive Director.
- Perform all other duties as assigned by the Counseling Supervisor and or Executive Director.
- Assist the agency in implementing a diversity strategy that embraces all individuals and ensures that agency services are accessible to all clients, regardless of gender, race, language, ability, sexual orientation, religion, age, or socio-economic background.

With the entire staff, the Intake Manager will be responsible for quality service delivery throughout the agency. They will demonstrate a commitment to the mission and philosophy of ZCenter geared towards ending the cycle of violence, helping to eradicate the effects of sexual assault, and empowering survivors by validating their experiences, and helping them to understand their response to the trauma.

QUALIFICATIONS:

- LPC or above in social work or counseling, or demonstrated equivalent experience.
- Completion of ICASA, 40-hour Training
- Experience with trauma based client-centered counseling.
- Experience in the field of sexual assault and abuse.
- Ability to attend to detailed work and to keep the supervisor updated.
- Ability to accept, understand and relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.
- The understanding that sexual violence is connected to a much larger context of oppression, and
- belief that sexual violence is rooted in our culture and not individual pathology.
- Organizational and time management skills with an ability to prioritize multiple tasks and give attention to details.
- Basic understanding of the Google platforms.

SKILLS REQUIRED:

- Detail oriented and organized.
- Excellent verbal and written communication skills and the ability to communicate programmatic objectives and accomplishments.
- Comfortable working with staff and volunteers at all levels of the organization.

Employees of ZCenter must at all times maintain a positive work atmosphere by behaving and communicating in a manner that supports and strengthens healthy and professional relationships with donors, clients, volunteers, co-workers, and supervisors.