



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	Intake Specialist	Job Category:	Full- Time, Exempt
Department/Group:	Family Justice Center	Reports To:	Director of the Family Justice Center
Nights/Weekends Required:	Yes	On-Call Required:	Yes
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes

Job Description

Job Purpose:

The Intake Specialist serves as the initial representative and point of contact for clients seeking services. The Intake Specialist will review the full spectrum of services available to the victim/survivor and will assist in identifying services as needed as well as help guide victims’ access to these services, addressing both their continuing and longer-term needs. Each member of InterAct’s staff fulfills an important role in furthering InterAct’s mission of providing safety, support, and awareness to victims and survivors of domestic and/or sexual violence and the entire community, as well as saving lives, re-building lives, and securing safer futures.

Duties include but are not limited to:

- Complete intake process with clients including assessments and case plans;
- Provide supportive, trauma-informed crisis response to individuals impacted by domestic and/or sexual violence;
- Triage crisis situations and assess appropriate services for clients;
- In a timely manner, complete and maintain accurate and current client records (including but not limited to data entry), as required by the agency, its funding sources, and/or other entities;
- Review all available services with clients and link clients to partners for scheduled appointments or the selected partners for services;
- Generate required forms, reports and any other documents used in the intake process;
- Respond in a timely fashion to inquiries and request from supervisor and partner agencies;
- Attends pertinent meetings and trainings as requested by the FJC Director;
- Completes 20 hours of domestic and sexual violence training annually;
- Stay abreast and increase knowledge of the domestic and sexual violence fields by reviewing current literature, best practices, and evidence based programming, and by seeking out and attending applicable professional development opportunities whenever possible;
- Maintain strict adherence to InterAct’s policies, procedures, professional standards of conduct, and codes of ethics and those that govern applicable fields of human service practice; and
- Other duties as assigned.

Skills/Qualifications:

- Commitment to violence-free relationships, and ending the cycle of violence in our community.
- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Ability handle crises and function at a high level during crisis situations.
- Ability to prioritize and multi-task in a crisis environment.
- Excellent interpersonal skills and ability to function as a productive, contributing member of a team, and work in a spirit of deep collaboration and partnership with colleagues as well as outside agencies.
- Ability to integrate feedback and utilize supervision.
- Ability to develop and maintain professional supervisory relationships with volunteers.
- Ability to thrive in a complex, fast-paced, rapidly changing work environment.

- Ability to effectively solve problems and resolve conflict.
- Must possess excellent written and verbal communication skills.

Minimum requirements:

Qualifications:

- BA degree in social work, psychology, counseling, or related human services field, or equivalent education and experience required.
- Additional consideration will be given to candidates who are bilingual or possess related advanced degrees.
- Experience working with survivors of domestic violence and/or sexual assault strongly preferred.
- Completion of InterAct's 32-hour domestic and sexual assault violence training within 6 months of employment will be required.
- Must be available to work evenings, on the weekends, some holidays, and on-call, as assigned.
- Background check, including DMV check, required before employment.
- Demonstrated eligibility to work in the United States.
- Familiarity with community-based services in Wake County preferred.
- Basic proficiency in Microsoft Office (especially Word, Excel, PowerPoint, and Outlook) and databases required.
- Candidate is required to complete a background check including the North Carolina Department of Motor Vehicles that is satisfactory to InterAct's standards.