

Job Description

INTAKE COORDINATOR

JOB SUMMARY

The Intake Coordinator serves as the first point of contact for individuals accessing services while also functioning as a cross-trained direct service advocate across multiple agency programs. This role ensures a welcoming, safe, and trauma-informed environment and provides crisis intervention, safety planning, advocacy, and coordinated program support. The position includes structured cross-department coverage to ensure continuity of care and responsive, survivor client-centered service delivery.

This role blends reception, intake and safety monitoring responsibilities with direct advocacy and crisis response services. The ideal candidate is adaptable, highly organized, and survivor-centered, with strong communication skills, sound professional judgment, and the ability to collaborate effectively within a multidisciplinary team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reception & Intake:

- Welcome all visitors with a professional, courteous, and approachable demeanor, ensuring a positive first impression of the organization.
- Conduct initial safety and security screenings in accordance with established protocols.
- Promptly notify appropriate staff of visitor arrivals and coordinate secure and timely escorts as required.
- Actively monitor lobby and reception areas to maintain a safe, orderly, and professional environment.
- Answer incoming calls promptly and professionally, screen inquiries, route calls to the appropriate personnel, or accurately document and relay messages.
- Provide visitors with basic comfort accommodations, including offering water, directing them to restrooms, and addressing general needs to ensure a respectful and supportive experience.
- Collaborates with survivors in a trauma-informed and survivor-centered manner to complete phone screen, intake, conducting a needs assessment, providing support, advocacy, safety planning, referrals, and obtaining all necessary releases, applications, and documentation.
- Maintain regular follow-up with waitlisted individuals to assess risk, offer brief support, and facilitate referrals to appropriate services while awaiting placement.
- Participates in team case management meetings as required.

Department Cross-Coverage:

- Provide cross-coverage support as needed, including but not limited to:
 - Respond to crisis hotline calls, conduct risk assessments, and provide safety planning and resource referrals.
 - Support shelter survivors with intake, orientation, daily advocacy, and crisis intervention.
 - Accompany survivors to court proceedings, provide emotional support, and assist with protection order processes and system navigation.
 - Deliver mobile advocacy services in community settings, including safety planning, resource coordination, and follow-up support.
 - Assists the Development Team in planning, supporting and attending agency events and fundraisers as needed.

Safety & Security Monitoring:

- Monitor security cameras regularly to ensure the safety of survivors and property, while maintaining compliance with privacy and data protection policies.
 - Screen visitors entering the building
-

Documentation & Reporting:

- Maintain survivor records and ensure compliance with program standards and regulations.
- Duplicate forms for survivors as needed and requested (IDs, police reports, Orders of Protection, applications, etc.).
- Using agency software, complete timely and accurate documentation of all services provided to survivors and their families.

OTHER DUTIES AS ASSIGNED

- Complete all functions in an ethically and culturally competent manner.
- Pursues professional development.
- Attends meetings and trainings as requested.
- Other duties as assigned supporting agency goals, mission, vision, values, and strategic plan.

REQUIRED QUALIFICATIONS

- Associate's degree in human services or related field required, Bachelor's preferred OR equivalent experience
- At least three years' experience working with families in crisis
- At least one year administrative/reception experience
- Preferred experience in crisis intervention and residential or front desk settings, with demonstrated strength in professional communication, customer service, active listening, and effective problem-solving skills.
- Demonstrated flexibility and adaptability, with strong organizational skills and the ability to manage multiple responsibilities effectively.
- Ability to maintain confidentiality
- Demonstrated understanding of the impacts of mental health and substance use, with the ability to work effectively and respectfully with diverse populations.
- Proficiency in Microsoft Outlook, Word, and Excel
- Bilingual (Spanish or ASL) preferred
- Knowledge of domestic violence dynamics preferred
- NYS Drivers License and access to a reliable vehicle

ADDITIONAL INFORMATION

- Department: Family Justice Center
- Reports to: Director of the Family Justice Center
- Hours/Status: Non-Exempt; 37.5 hours/week; Monday-Friday 9:00am-5:00pm
- Pay Rate: \$26.00/hour

APPLY ON INDEED

<https://www.indeed.com/cmp/Willow-Domestic-Violence-Center-1>

We offer a generous benefits package including paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.