

## **Position: Children's Advocacy Center of Gratiot County (CAC) Intake Coordinator**

### Job Description

The Intake Coordinator role is a multi-task position that includes database management, collection, and maintenance, case coordination, multidisciplinary team participation and support, services coordination and interaction with CAC visitors. The Intake Coordinator is accountable to Child Advocacy and is responsible for ensuring outcomes of the CAC are achieved.

### Specific Duties or Job Responsibilities

- Assist in the coordination and scheduling of forensic interviews and include relevant members of the multi-disciplinary team (MDT).
- Gather relevant background information and family history from appropriate sources.
- Provide information about the CAC, CAC processes and services to families. Respond to questions and concerns.
- Provide crisis intervention and advocacy services if needed.
- Establish case files (in CAC case database and hard copy).
- Collect data for identified grant projects and CAC database.
- Greet visitors, explain processes and answer questions.
- Ensure a warm, safe, clean, and comfortable environment for clients and staff.
- Assist with medical, therapy, and resource referrals as needed.
- Serve as liaison and communicate regularly with the MDT, coordinate case review meetings, respond to questions from members, participate in MDT case review meetings, document new information as it is shared and update case files accordingly.
- Maintain client confidentiality.
- Support staff in administering follow-up services to families and victims.
- Serve as spokesperson for the CAC, effectively communicate CA and CAC programs to the public.
- Fully cooperate with all community collaborative initiatives.
- Assist CEO, Board of Directors and CAC staff in an ongoing evaluation of the CAC.
- Perform other support tasks as requested by CAC staff.

### Qualifications

- Bachelor's Degree in Social Work, Criminal Justice, Counseling, Psychology or related field.
- Minimum of 2 years human service experience.
- Strong organizational and leadership skills.
- Solid understanding of community resources and community needs.
- The ability to communicate effectively with others.
- The ability to work in high stress situations and the ability to handle difficult subject matter.
- Knowledge of and/or experience with criminal justice, child protection, child abuse, and the court system is preferred, but not required.
- May be required to travel for trainings or conferences

Supervised by: CAC Program Director

Exemption Status: Exempt

Position Classification: Full Time/40 Hours a week