



## Job Announcement Intake Coordinator

### Summary:

Liberty House seeks a talented, experienced and energetic professional to serve as Intake Coordinator. This recruitment will remain open until the job is filled. The first review of applications will take place on January 15, 2016.

**Classification:** Non-Exempt. Hourly. Full-time.

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### The Organization:

Liberty House is a private, nonprofit child abuse assessment center serving Marion and Polk Counties. Liberty House plays an integral role in the multidisciplinary response to child abuse by coordinating the medical assessment, forensic interview, family support and other intervention services for children referred for concerns of abuse and neglect. Liberty House opened its doors to children and families in 1999. With an annual budget of over \$2 million, we serve more than 600 children and family members each year, providing medical evaluations, child interviews, family support, and information and referral services. Other programs include case consultation and review, community education, and professional training.

Liberty House works in close collaboration with local law enforcement agencies, Child Welfare, the District Attorney's offices and multidisciplinary teams in Marion and Polk Counties, and the medical and mental health communities. Liberty House is a member of the Oregon Network of Child Abuse and Intervention Centers (ONCAIC) and an affiliate member of the National Children's Alliance (NCA), working toward accreditation.

***Liberty House is a nonprofit corporation organized under IRS Code 501(c)(3). Employment with Liberty House may make the employee eligible for eventual forgiveness of student loans issued under The William D. Ford Federal Direct Loan Program.***

### Position Summary:

The Intake Coordinator is a core member of the Clinical Team, receiving referrals to Liberty House, determining services needed in consultation with the medical staff, obtaining relevant

records and documents, scheduling assessments, and fielding questions from caregivers and partners. This position reports to the Clinic Manager.

**Basic Functions and Responsibilities of the Position:**

***Intake Coordination (70%)***

- Receive and respond to incoming calls from agencies, medical providers, parents and other parties; respond to walk-in families as needed.
- Distinguish between referrals that are urgent and/or requiring immediate medical attention (triage) or other immediate need and all other referrals, consulting regularly with the medical/clinical team.
- Collect relevant intake information from referral source.
- Contact Child Welfare and law enforcement agencies to coordinate assessments and make necessary reports.
- Accurately relay information to the Medical Director or other clinical team members; coordinate assessment schedule; arrange interpreters as needed.
- Fill out Patient Information Forms in the electronic health records system and complete other required intake documentation.
- Document the substance of all phone calls in the electronic health records system's inbox, using standard methodology for medical documentation.

***Other Regular Duties (20%)***

- Track specific cases to be staffed by the medical team at meetings.
- Participate in team case staffings as appropriate.
- Communicate by telephone with families and medical facilities on behalf of the Medical Director and other members of the evaluation team as appropriate.

***Occasional Duties (10%)***

- Respond to walk-in families as needed.
- Gather agency reports, medical records and other relevant case information.
- Facilitate scheduling for clinical team members, families and partners.
- Perform other duties as assigned.

**Basic Functions and Responsibilities as a Liberty House Team Member:**

- Maintain confidentiality.
- Attend Liberty House Clinical Team meetings.
- Attend Liberty House staff meetings.
- Communicate professionally, respectfully, and supportively with internal team members, external partners, and board members.
- Promote a positive working environment by adhering to the Liberty House Code of Conduct.
- Conduct the business of Liberty House so as to maintain and increase its goodwill and reputation in the community, consistent with professional and ethical standards of behavior.

## **Qualifications:**

### **Required Education and Experience:**

- Bachelor's degree in social work, public safety, psychology, child development, counseling, mental health, nursing or a related field.
- Knowledge of child abuse dynamics.
- At least two years' paid or volunteer work experience:
  1. Coordinating urgent services to individuals who are undergoing stressful situations, while maintaining a calm, professional demeanor (for example, 911 operator, crisis hotline operator, circulating nurse, police or fire dispatcher, child welfare worker).
  2. Communicating and working with community partners to coordinate assistance to families experiencing traumatic events.

### **Other Qualifications:**

- Fluency in Spanish is preferred.
- Able to handle information about traumatic situations including child abuse, sexual abuse and neglect while maintaining a calm demeanor.
- Able to succeed in a high-volume, fast-paced work environment.
- Exceptional organization skills; able to keep track of multiple client cases, each involving several participants.
- Experience in a medical setting and familiarity with medical terminology, documentation, and electronic health records systems is preferred.
- Exceptional customer service skills and administrative skills in telephonic, written, and verbal communication.
- Knowledge of child protection and criminal justice systems is preferred.
- Proficient with the Microsoft Office suite of tools, including Excel.
- Proficient in electronic medical records is preferred.
- Able to be highly effective, productive and organized with strong attention to detail.
- Accountable and responsive to coaching and correction.
- Able to excel in an intensive, team oriented environment.
- Highly flexible with the ability to switch tasks frequently.

### **Hours, Compensation and Benefits:**

- Full-time, 40 hours per week.
- Pay range: \$20 - \$22 per hour, depending upon experience.
- Benefit package: health insurance, fully-paid for employee; flexible spending plans; retirement match; paid holidays, paid vacation and sick leave.

### **To Apply:**

This position will remain open until it is filled. The first review of resumes will take place on January 15, 2016.

Interested applicants should request a Liberty House Job Application Form from, and submit the completed form along with a resume and cover letter to:

**Sally Wood**  
**Chief Operating Officer**  
**Liberty House**  
**2685 4<sup>th</sup> St. NE**  
**Salem, OR 97301**  
**FAX: 503-540-0293**  
**Email: [swood@libertyhousecenter.org](mailto:swood@libertyhousecenter.org)**

Emailed submissions are preferred.

Up to two letters of reference may also be submitted but are not required.

A criminal background and an Oregon Department of Human Services Child Welfare registry check is required for employment at Liberty House and will be completed for finalists.

The start date for the position will be determined by the Clinic Manager and the Chief Executive Officer in consultation with the successful candidate.

Liberty House is an Equal Opportunity Employer.

If you have questions please call Sally Wood at (503) 540-0288 ext. 118 or email at [swood@libertyhousecenter.org](mailto:swood@libertyhousecenter.org).