



FAMILY SUPPORT & INTAKE SPECIALIST

ABOUT US

Children's Center has been at the forefront of our community's compassionate response to child abuse and neglect since 2002. Our child-focused intervention and recovery strategies are grounded in trauma-informed care for children when there are concerns of physical abuse, emotional abuse, sexual abuse, neglect, drug endangerment, or a child has witnessed domestic violence. Nationally accredited Children's Center is also a leader in local efforts to keep children safe, adopting a model of strategic outreach and education focused on child abuse prevention. Recognized as the top medium-sized Nonprofit to Work for in Oregon in 2018, we strive to provide not only meaningful work but an environment where team members can thrive. As we enter 2019 with plans to expand our services, we invite you to join us in making a positive impact in the lives of kids in our community.

JOB SUMMARY

The **Family Support & Intake Specialist** is the first point of contact for patient referrals and is responsible for screening and processing referrals for assessments of children suspected of abuse or neglect. This position also provides crisis counseling, education and on-going information and referral for non-offending caregivers struggling with the issues of child abuse or neglect. The Family Support & Intake Specialist participates in a multidisciplinary team approach to the evaluation of suspected child abuse, working in partnership with medical examiners, interviewers and local investigative agencies.

Reports To: Family Support & Intake Supervisor

Classification: Salaried Exempt .8 FTE (exact schedule negotiable); full benefits

Compensation: \$22 - \$24/hr

DUTIES & RESPONSIBILITIES

As an Intake Specialist you will:

- Triage assessment referrals to determine appropriate action according to Children's Center policies and protocols.
- Respond to requests for information and referral from community members, parents and other professionals.
- Gather appropriate documentation and information from parents/caregivers, law enforcement agencies, DHS and other parties needed to triage and schedule assessments.
- Schedule assessments and follow-up with all relevant professionals and parents regarding appointment times.
- Enter demographic, case, and community partner information into data management and case management systems, as well as upload pertinent case documents.

As a Family Support Specialist you will:

- Meet with families or caregivers on day of assessment to provide crisis support, prevention and parenting education, and referrals.
 - Follow-up with families or caregivers to offer on-going support, information and referrals as needed via phone, mail and/or email.
 - Create treatment recommendations in partnership with Medical Examiners and Interviewers, for patients and present to family or caregiver as appropriate.
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- Assist Family Support and Intake Supervisor with maintaining current and comprehensive database of family and child support services in Clackamas County and surrounding metro area, including mental health service providers and general prevention and parenting education materials.
- Coordinate with Community Outreach Specialist and respond to requests for information and referrals from community members, parents and other professionals.
- Initiate and lead regular parent/caregiver support groups and prevention information sessions as time allows.
- Participate in MDT case review as appropriate.

Other responsibilities:

- Complete all required documentation and reports.
- Build and maintain positive and collaborative relationships with community partners.
- Keep informed of the latest child abuse issues and family support techniques.
- Receive continuing education related to child abuse issues, including specific training as requested.
- Participate in team meetings and case consultations.
- Maintain confidentiality.
- Testify in court as necessary.
- Work collaboratively in a team environment with a spirit of cooperation. Develop and maintain positive working relationships at all levels of the organization that supports our customer-centered, caring, and collaborative culture.
- Perform other job duties as assigned.

QUALIFICATIONS

- Master's degree in social work, counseling, psychology, sociology, child development or related field and two or more years of related clinical experience; or equivalent combination of education and relevant experience.
- Excellent verbal and written communication skills in English; tactful and diplomatic interpersonal skills.
- Training and/or experience and skill in crisis management, information & referral services, and cultural diversity.
- Knowledge of child abuse dynamics.
- Proficiency in working with Microsoft Office applications including Word, Excel, and Outlook. Ability to learn other data management systems.
- Bilingual English/Spanish language skills preferred. Other languages helpful.

A criminal background check, sex offender registry check, and DHS child welfare registry check are required for employment at Children's Center and will be completed for all finalists.

BENEFITS

Children's Center offers a comprehensive benefits package and a focus on work-life balance. We offer Providence medical plan options, one of which is 100% covered for employees; dental and vision insurance 100% covered for employee; Flexible Spending Account; retirement plan with 3% match after 6 months of service, immediate vesting; Group Life; Employee Assistance Program; licensure reimbursement; 10 paid holidays; and a generous Paid Time Off (PTO) plan. We also offer opportunities to join and collaborate with cross-departmental teams such as our IDEA Team (Inclusion Diversity Equity Action), Green Team, Safety, and Fun Crew.



HOW TO APPLY

Please email your resume and cover letter to Lori at HR@childrenscenter.cc for immediate consideration. Include "Family Support & Intake Specialist" in the subject line of your email.

Children's Center is committed to creating an environment where everyone feels welcome, respected, and valued. We are proud to be an Equal Opportunity Employer and highly encourage qualified individuals with diverse backgrounds and life experiences to apply. Please visit our website at www.childrenscenter.cc to read our full commitment to diversity, equity, and inclusion.
