

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Client Services and Intake Specialist - Westlake Office
Reports To: Manager of Western Regional Services

Position Summary:

The Client Services and Intake Specialist (CSIS) in Westlake is responsible for providing outstanding trauma informed client/customer service to all clients calling and coming to CRCC via reception coverage; and by connecting clients to services quickly. This is a full-time nonexempt position (40-hours a week) which requires flexible work hours including some evenings and weekends. This CSIS shares client intake responsibilities with other Intake Specialist(s) and coordinates schedules accordingly. In the function of Intake Specialist, the CSIS assesses caller's needs, completes Client Enrollment Forms in Apricot and directs callers to the appropriate CRCC service, or other services outside the center as necessary. The CSIS provides referrals to clients outside of the therapeutic realm and assists in connecting clients with available community resources. This position further performs work of a specialized, confidential nature on matters that impact clients, counselors and contract compliance.

Principal Duties and Responsibilities:

Client Services/Reception Duties:

- Staff front desk area as needed to provide CRCC clients and visitors at Westlake Office with assistance and information
- Receive all incoming calls, provide information and transfer/refer callers as appropriate
- Assure that all clients and visitors are greeted warmly and that they are directed to the most appropriate source in a timely manner
- Update client information, such as addresses, insurance information and phone numbers, in Apricot at each visit
- Follow opening/closing procedures and on-going maintenance procedures for reception area, children's therapy room, copier and equipment rooms, staff café and all meeting spaces

Intake Specialist Duties:

- Responsible for 40% (more if needed) of initial intakes and needs assessments of all primary and secondary survivors (includes other service providers) calling the agency

- Check Therapeutic Services Intake voice mail and call log regularly to insure minimal wait times for callers (no more than 2 business days)
- Is available for in-person phone time 4-5 times a week
- Accurately completes Intake Forms and gathers necessary information about clients such as insurance information, reminds client to bring necessary documents such as Social Security Number, Insurance Card to appointment
- Is present for TST meetings
- Refers survivors of sexual violence and their families to appropriate community agencies such as legal services; long term counseling; for medical, mental, physical, social and educational needs.
- Maintains effective communication with Therapeutic Services and Advocacy Team members for service coordination and to assure timely services for all survivors
- Maintains effective communication with other Intake Specialist(s) to assure timely services for all survivors

Administrative program specific duties:

- Order office supplies
- Updated license verifications for all licensed therapists
- Submit Westlake office newsletter
- Manage office and program budgets for Westlake office
- Upload VOCA client surveys for Westlake office
- Upload client paper work
- Compile organization-wide VOCA client survey results
- Provide administrative support to CRCC team members utilizing the Westlake office
- Maintain direct service forms and client assessment packets
- Receive and disseminate all incoming and outgoing mail and deliveries

Other:

- Attend all staff and required department meetings
- Various other duties as assigned

Minimum qualifications, skills:

Education and Experience

- High School diploma and 3-5 years of experience in a similar role, BA preferred
- Proficient in MS Word and Excel
- Client/customer-service oriented approach to work

Skills and Requirements

- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives
- Ability to function as team member of a unit and the agency as a whole
- Must adhere to professional ethics and agency policy on confidentiality
- Computer competencies in Microsoft Office
- Must be detail-oriented
- Skills in managing and coordinating multiple tasks with complex components
- Ability to handle crisis situations with a minimum amount of supervision
- Good communication (written and verbal)
- Must have schedule flexibility
- Must have reliable access to transportation

Hours of Work: This is a full-time nonexempt position (40-hours a week) which requires flexible work hours including some evenings and weekend work hours for the purpose of meeting the need of survivor of sexual assault.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.