



INTAKE COORDINATOR-Bilingual, English/Spanish

The Opportunity!

The Amani Center has a unique opportunity for an Intake Coordinator who is bilingual in English and Spanish to join our team. This person acts as the first point of contact for individuals seeking forensic assessment services for victims of child abuse, neglect and other crimes. This position provides compassionate, trauma-informed support to individuals in crisis as well as Law Enforcement Officers and DHS Child Protective Services Workers.

The Intake Coordinator also gathers information from a variety of sources and consults with Amani Center Medical Providers and direct service staff regarding responses. This role organizes alternative medical exams or hospital referrals as needed and/or schedules families for assessments at the Center. This position often responds to crisis concerns with a high degree of efficiency and accuracy in documentation. At other times, this position needs to be self-motivated and be able to provide flexible support to the rest of the direct service team.

You are the right person for this position if:

- You are caring and compassionate. You understand the importance of creating a positive and supportive environment for anyone you interact with. You are able to offer compassionate, trauma-informed support to individuals in crisis who may be experiencing traumatic events, mental health or substance abuse issues.
- You have an eye for detail. You perform your work with a high level of accuracy. You are able to obtain information, ensure documentation is thorough, and writing is professional. Details matter to you.
- You are community-minded. The work we do and the impact it has on the community is important and significant. You're committed to helping make sure the people in our community feel supported during times of great difficulty.

Here's what you can expect from our team:

- Flexibility- This position is full time and performs the work on-site at the Center. We allow staff to choose a work from home day after training and have a workplace culture of flexibility, support and understanding for our lives and needs outside of work. We offer generous paid leave and encourage staff to take care of themselves and their needs.
- Impact- Our work can help save lives and improve the community in which we live. Our entire staff sees this impact every day and works tirelessly to support our mission.
- Professional Development- We ensure our staff have abundant opportunities for

professional development, including attending conferences and collaborating with State-wide CACs, as well as Regional and National networks.

Responsibilities of this position include:

Client Services

- Provide compassionate trauma-informed support to individuals in crisis, individuals may be experiencing traumatic events, mental health or substance abuse issues that can create challenges in communication.
- Gather intake information from a variety of sources and thoroughly document the information in the electronic client management system.
- Receive incoming calls and e-mail referrals from community partners and parents.
- Interact with clients, investigators and community partners with professionalism utilizing trauma-informed best practices.
- Listen to a family's needs and provide recommendations or referrals for appropriate services to meet the safety and security needs of the family.
- Make reports to Law Enforcement or the Child Abuse Hotline as needed.
- Coordinate alternative medical care when needed including hospital referrals.

Case Management

- Gather records from multiple sources. Upload any records or photographs to the server and electronic client management software.
- Prepare templates and forms for the assessment.
- Document closed intakes and ensure that DHS receives closed intake notifications when a DHS referral is being closed or withdrawn.
- Document all intake information and service actions in the CareNet Client Management software.
- Maintain client records and track statistics and compile data as needed.

Community Partner Interactions

- Build proactive relationships with community partners and develop new relationships with potential partner agencies.
- Learn about partner agencies and available services to better serve clients and gather information from community partners.
- Notify investigators (DHS and LEA) of assessments being scheduled including phone calls, emails and faxes. Provide updates to investigators throughout the intake process.
- Relay information from Medical Providers to community partners and document the guidance in CareNet.
- Participate in Multi-Disciplinary Team meetings.
- Participate and represent the Amani Center in community meetings and events as needed.

Minimum Qualifications:

This position requires a minimum of one year of applicable experience, OR equivalent combination of education and relevant experience to successfully perform the essential duties of the job. Bachelor's degree or classes in social work, counseling, psychology, sociology, child development or related field preferred.

The position also requires:

- Fluency in both English and Spanish is required. Must be able to communicate effectively, both verbally and in writing, in both languages.
- Ability to pass a comprehensive criminal and child welfare background check.
- Training or previous experience in crisis (peer) counseling, child development and cultural diversity.
- Excellent organizational, writing, listening and communication skills.
- Computer skills using Outlook, Word and Excel.
- Ability to learn and use multiple web-based systems including a client management database called CareNet.
- Able to maintain a high level of confidentiality required.
- Able to respond professionally, effectively and in a compassionate manner during high crisis and/or high stress situations.
- Strong relationship skills to establish and maintain effective working relationships with co-workers, the public, community partners, volunteers, courts and other agencies.
- Ability to multitask and manage multiple competing deadlines and projects while responding to urgent needs of staff, clients and community partners.

Agency Overview:

The Amani Center is a non-profit 501(c)3 organization serving Columbia County and dedicated to the intervention and evaluation of child abuse. The Center was established for the purposes of developing and operating a community-based center where child victims of *abuse, neglect, and/or witnessing violent crime*, could receive a child forensic interview, medical evaluation, and support services in a child-friendly setting. We work collaboratively with law enforcement, medical and mental health providers, and social service agencies through a multidisciplinary team approach. Our agency advocates for social justice while supporting families as they navigate the criminal justice process.

This position is full-time, hourly non-exempt, with a starting wage of 20.55/hour with an additional 1.00 per hour for bi-lingual staff (21.55/hour.)

We have 100% employer covered health insurance, long term and short-term disability coverage, and life insurance for all full-time employees. We also have an Employee Assistance Program (EAP) and participate in the Oregon Saves program.

To Apply:

The Amani Center is a welcoming, supportive, and inclusive work environment full of staff that are strong advocates for children. If your passion is helping others, we encourage you to apply, even if you may not think you are a perfect match.

Please send your resume and a brief cover letter outlining your interest in the job to: recruitment@cascadeemployers.com Cascade Employers is assisting with this recruitment. Review of applicants will begin on **Wednesday, Jan. 24th**. Position is open until filled.

Amani Center is an equal opportunity employer committed to respectful, quality care to children and their non-offending family members from diverse racial, ethnic, religious, and non-traditional family forms.