



Position Title: Clinical Intake Coordinator
Exempt/Non-Exempt: Exempt
Title this Position Reports to: Director, Clinical and Forensic Services

Job Summary:

Under the direction of the Director of Clinical and Forensic Services, the Clinical Intake Coordinator (CIC) is responsible for receiving and processing referrals for Dee Norton services. This includes coordinating the intake process and direct case management services to ensure optimal client engagement, internal case coordination, and access to appropriate services needed to meet the needs of children and families referred to the Dee Norton Child Advocacy Center. In this capacity the CIC works closely with and supports the work of the clinical team including Intake staff, Family Advocates, and Therapist/Forensic Interviewers.

Job Details:

- Receive, triage and schedule requests for services including forensic interviews and forensic medical examinations, trauma-focused mental health assessments and evidence-based treatment services, caregiver consultation and clarification assessments.
- Consult with the Clinical Director and/or other DEE NORTON clinical staff on service requests, as needed.
- Assess for child safety by formulating an initial impression of the family's ability to support and protect. Identify risks, notify appropriate agencies, take necessary action to ensure child safety.
- Initiate the client record; help ensure initial documentation, insurance information and all other necessary documentation is properly completed and included in the client record.
- Ensure proper clinical support is provided at the time of intake.
- Notify all appropriate agencies involved with the family of services scheduled. Investigative agencies are invited and strongly encouraged to attend the forensic interview. Maintain contact with the agencies regarding any changes to services. Identify and follow up with other professionals involved in the case in order to coordinate the delivery of services.
- Maintain thorough and accurate records of all requests for services by entering necessary documentation in appropriate databases in a timely manner.
- Coordinate client notification of scheduled appointment time and documentation required for appointment via letter to family or referral agency.
- Collect necessary data both from DEE NORTON and outside agencies to support case tracking and grant reporting.
- Work closely with the Director of Clinical Services to continually develop and maintain client intake protocols.
- Participate in internal case review with the clinical and medical staff on a weekly basis. Attend multi-disciplinary team meetings as necessary.
- Provide support to the Family Advocates as needed by assisting with client orientations, coordinating service delivery and ensuring proper support and assistance is provided across the continuum of services provided by DEE NORTON.
- Create and maintain monthly schedule for assessments and medical examinations.
- Provide support and referral information to community partners and to local and regional agencies as needed. Maintain and update the database with referrals and community partners. Accurately documents intake information and case management in IRIS.

Other Responsibilities

- Adhere to DEE NORTON's Vision, Mission, and Core Values.
- Attend appropriate training workshops and conferences.
- Ensure direct supervisor is knowledgeable about any issues that impact the safety, functioning and management of DEE NORTON.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by department supervisor and/or the ED.
- Abide by federal and state confidentiality and privacy requirements, as well as all DEE NORTON Policies and Procedures.
- Abide by and meet all grant requirements and objectives.
- Participate in a minimum of four public awareness programs and/or fund raising events annually on behalf of DEE NORTON.

Requirements:

Background Experiences

- BA Required; M.A. preferred in social work or relevant social services field
- Prior experience with case management
- Working knowledge and prior experience of community resources in Lowcountry area preferred.
- Other combinations of experience and education meeting the minimum requirements may be substituted.

Knowledge, Skills and Abilities (KSAs)

- Knowledge of child abuse and understanding of current trends in the field of prevention and community education.
- Computer literacy and proficiency with knowledge of Excel, Word, Access, Outlook and PowerPoint necessary.
- Ability to professionally handle highly confidential information.
- Demonstrated ability to excel in: interpersonal and intercultural communication skills, written skills, oral communication and time management.
- Strong organizational skills with a demonstrated ability to manage scheduling and case management.
- Ability to work well in multicultural teams and with diverse constituencies.

Competency Profile/Core Values Alignment

- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Demonstrated ability to establish and promote positive relationships, and actively contribute to creating a highly cooperative work environment.
- Possess strong leadership and coaching skills
- Desire to continually improve and increase individual and organizational capacity.
- Ability to provide a clear and consistent vision, including aligned goals and objectives to the staff.
- Support, mentor and empower professional growth and development in co-workers, partners and staff through open and direct communication.

Physical Requirements:

In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 15 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

Employee Conduct:

It is the responsibility of every employee at DEE NORTON to contribute to a positive work environment through: teamwork, positive, honest and effective communication, and professional interactions with co-workers, volunteers, clients and community partners.