**Job title** | Intake Specialist  
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**Reports to** | Counseling Services Manager  
**FLSA Classification** | Non-exempt / Full-time  

**Job Summary**

The Intake Specialist’s role is to engage, screen, assess, provide brief interventions and coordinate appropriate services for prospective and current clients seeking services at Mutual Ground, Inc. The Intake Specialist will perform thorough assessments and evaluations for a wide array of populations, including children, adolescents, and adults who have experienced domestic and/or sexual violence. The Intake Specialist is instrumental in orienting and educating clients and their families about available services at Mutual Ground and facilitating their engagement in such services.

**Essential Job Duties and Responsibilities**

- Serve as the first point of contact with persons seeking services from Mutual Ground.
- Interview clients at intake and conduct case evaluation for the purpose of assessing needs and determining appropriate services.
- Provide trauma-informed responses to individuals and families in crisis, utilizing problem solving, crisis de-escalation and safety planning.
- Conduct assessments and assign cases to counselors.
- Process intakes for new clients.
- Facilitate psycho-educational groups and support groups for adult victims of domestic and sexual violence.
- Assist in providing coverage on the 24-hour hotline.
- Provide referrals to appropriate community services as needed.
- Optimize client satisfaction by responding to messages and inquiries promptly and by providing high quality customer service.
- Maintain organized, accurate and timely case records as required for all clients.
- Work effectively with diverse families; demonstrate cultural sensitivity; affirm cultural, racial and linguistic identity.
- Transport clients to court and other goal-related activities.
- Input accurate and complete client data into agency database; maintain accurate case notes and files.
- Follow developments in the fields of domestic and sexual violence.
- Participate in regular staff meetings, staff training programs and supervisory sessions.
- Contribute to the development of positive team relations.
- Provide domestic and sexual violence education to volunteers/new-hires and the larger community as needed.
- Provide advocacy to victims of domestic and sexual violence at local emergency departments.
- Act in accordance with MGI, ICADV and ICASA policies and procedures.
- Demonstrate integrity and professionalism in interactions with staff, clients, volunteers and donors.
- Ensure client confidentiality at all times.
- Other duties as assigned.

**Qualifications**

- Bachelor’s Degree in Social Work or other behavioral health field required, Master’s Degree preferred;
- Bilingual Spanish-speaking strongly preferred;
- Demonstrated ability to successfully engage and work with adults and children;
- 60-Hour Domestic and Sexual Violence Training Certificate;
- Ability to communicate effectively, verbally and in writing;
- Excellent crisis intervention and problem solving skills;
- Strong interpersonal skills and ability to maintain professional boundaries;
- Acceptance and respect for diversity of culture, sexual orientation, gender identity, ability, and religious belief.

**Working Conditions**

Standard office environment. May be required to travel to local hospital emergency departments, schools, courthouses, satellite offices and other locations for purposes of training, advocacy, counseling and to otherwise represent Mutual Ground. Some evening hours are required.

- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.