

SOUTH SUBURBAN FAMILY SHELTER

Job Description

Title: Bilingual Intake Specialist	Department: Counseling Program
Type: Full-Time	Reports to: Counseling Program Manager
Classification: Non-exempt	Supervises: N/A

Job Summary:

The Bilingual Intake Specialist is a member of South Suburban Family Shelter's Counseling Program department. The Bilingual Intake Specialist works collaboratively with the other counseling program employees as well as with other agency programs. This position's work responsibilities focus on providing support and guidance to clients seeking our domestic violence victim services in a variety of ways. The Bilingual Intake Specialist is most often the first point of contact for clients to the Counseling Program. Information is gathered and screenings are done to determine if appointments are to be made or if the caller needs community referrals. The Bilingual Intake Specialist also has many administrative duties to ensure program efficiency, maintenance of databases, and assisting with the functionality of daily operations.

Our ideal candidate is friendly, positive and a team player. It is preferred that this individual have experience in social services. They must be able to assess the immediate needs of potential clients. They must have the ability to demonstrate empathetic, non-judgmental attitudes towards people impacted by domestic violence. The individual in this position will be required to take initiative and work independently. The ideal candidate is flexible and able to handle multiple demands as this position includes a wide variety of duties including telephonic screenings and crisis intervention, database and record keeping, community networking, collaborating with other agency programs and some counseling program office work.

Duties and Responsibilities:

1. Complete 40 Hour Domestic Violence Training.
2. Obtain ICDVP certification within one year and maintain certification.
3. Comply with the Counseling Program Manual.
4. Complete intake calls and safety planning for victims seeking counseling services.
5. Input client information into an agency maintained database.
6. Complete data entry into the Safe From the Start database.
7. Assist Hotline and Crisis Intervention Manager with CID book case identification.
8. Assist Office Manager with answering phones, doors.
9. Assist Medical Advocacy Manager with safety-check follow-up calls as needed.
10. Assist with Spanish speaking safety checks and DV education class as needed.
11. Prepare and submit statistical reports to management as required.
12. Liaison with Court Advocacy, Medical Advocacy and Project RENEW.
13. Assist with childcare management as needed (scheduling/childcare).
14. Find, utilize, and network with community resources
15. Provide back-up Hotline advocacy as needed
16. Meet with Counseling Program Manager for supervision.
17. Ensure all case related documentation is maintained and submitted per established deadlines.

18. Complete and submit weekly employment related paperwork per established deadlines.
19. Participate in and represent SSFS at various network meetings as assigned.
20. Attend all required Counseling program meetings.
21. Attend mandatory All-Staff meetings.
22. Assist with community outreach for Spanish-speaking population trainings, fundraising efforts and special projects as assigned.
23. Participate in planning and implementing client activities.
24. Work with other staff to maintain open communication and develop a team approach.
25. All other duties as assigned.

Qualifications:

- Bachelor's Degree in Counseling, Social Work, or related field
- Fluency in both spoken/written Spanish and English
- Knowledge of domestic violence dynamics and its effects on children
- Knowledge of and experience in computer data entry
- Some evening hours required; flexibility in scheduling a must
- At least 1 year social service experience preferred
- Ability to apply critical thinking skills
- Excellent written and verbal communication skills and interpersonal skills
- Detail oriented with strong problem solving skills
- Strong organizational and time management skills
- Ability to work independently and as a team member
- Ability to handle sensitive information in a confidential manner
- Must have reliable transportation, proof of insurance, and valid driver's license
- Must be able to operate general office equipment and be familiar with Microsoft Office
- Must be able to stand/walk for periods of time and lift up to 25lbs
- Ability to demonstrate and adhere to the SSFS value statements

Compensation and Benefits

The compensation for the position is \$16.50/hour for 35 hours/week. SSFS offers benefits including holidays; PTO; medical and dental insurance; short-term and long-term disability; and the ability to contribute to a 403(b) plan. This position is eligible for Aflac benefits such as telemedicine, dental, vision, short-term disability, etc.

If you are interested in applying for the position, please email your cover letter and resume to careers@ssfs1.org.

SSFS is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, protected veteran status, or any other characteristic protected by law.

For more information about South Suburban Family Shelter, please visit our website at www.ssfs1.org.