



NEW ORLEANS FAMILY JUSTICE CENTER
Intake Specialist
Job Description

The New Orleans Family Justice Center is a nationally recognized, dynamic collaborative organization dedicated to providing immediate, effective and comprehensive services to survivors of domestic violence, sexual assault and stalking.

Job Summary:

The Intake Specialist serves as the initial representative and point of contact for clients seeking services. The qualified candidate is required to have a dedication to working with this target population and have excellent customer service skills. The Intake Specialist will ensure that clients are assisted in completing all necessary documents and understand the contents of those documents before signing. He or she will also make certain that clients understand all the available services.

Specific Responsibilities Include:

- Complete intake process with Client including assessments and case plans.
- Review all available services with Clients and link Clients to Partners for scheduled appointments or the selected Partners for services.
- Review and ensure that all documents are in compliance with the requirements of the program and Catholic Charities guidelines.
- Generate required forms, reports and any other documents used in the intake process.
- Respond in a timely fashion to inquiries and request from supervisor and Partner agencies.
- Present enthusiastic, well prepared, organized and clear presentations for statistical purposes, steering committee meetings and community outreach.
- General office tasks, **including** providing support to the entire office.
- Attends pertinent meetings and trainings as requested by the FJC Coordinator.
- Completes 40 hours of domestic violence training and 40 hours of sexual assault training provided by the Domestic Violence/Sexual Assault Programs in the first year of employment.
- Works as a team member with the other Domestic Violence/Sexual Assault Programs, including Crescent House, Project SAVE, Sexual Assault and Harmony House.
- Perform other job-related duties and responsibilities as deemed necessary.

Minimum Requirements:

Bachelor's Degree required and two years previous domestic violence service experience or knowledge preferred. Has the ability to communicate effectively with people from diverse cultures and backgrounds.

Proficiency Qualifications:

Person must be a self starter with a high level of attentiveness to detail. Possess *outstanding* customer service skills as well as excellent interpersonal, verbal, and written communication skills. *Must* be organized, efficient and detail oriented. Has interest in working with a targeted population. Good PC and typing/mouse skills and ability to learn the agency's case management computer programs. Has the ability to communicate effectively with people of diverse cultures and backgrounds. Comfortable working in urgent and high energy work environment. The employee demonstrates commitment to *the* mission of *the* New Orleans Family Justice Center and Catholic Charities.

Reporting Relationship: Coordinator, New Orleans Family Justice Center