

**YOUR COMMUNITY CONNECTION
FAMILY CRISIS CENTER
POSITION DESCRIPTION**

<u>JOB TITLE:</u> Domestic Violence Intake Specialist	<u>CLASSIFICATION:</u> Part-time/Non-Exempt
<p><u>FUNCTION:</u> Under the direct supervision of the Intake Coordinator and the general guidance of the Shelter Manager, perform a variety of tasks related to the Crisis Center including but not limited to conducting initial intakes, assisting current shelter residents, and answering the 24-hour crisis line.</p> <p><u>DUTIES AND RESPONSIBILITIES:</u></p> <ol style="list-style-type: none"> 1. Required Functions: Must be able to lift 50 pounds. Must have ability to clearly communicate by typing, writing and speaking in English. 2. Answer the 24-hour crisis line, agency lines and doors according to the center policy. Document all crisis calls in client database/crisis binder and dispatch domestic violence and rape advocates when called to do so. 3. Monitor the overall security and safety of the shelter and its residents. Conduct regular room checks to ensure safety and cleanliness, and thoroughly inspect rooms for unallowable items, such as medications, weapons, and cleaning supplies. 4. Complete appropriate forms on all clients checking in and out of the shelter. Complete thorough and appropriate safety planning. Issue client needed hygiene products and linens. 5. Accurately fill out forms when performing duties, including logging/entering calls, bed sheet changes, monitoring meals, and logging medications. 6. Provide crisis intervention and support to clients and document interaction. Contact emergency personnel when needed. Refer clients to Case Manager for follow-up support. 7. Utilize the Trauma-Informed Care model while interacting with clients. Enforce rules, policies and procedures of the YCC in accordance with this model, and support shelter clients during their stay. 8. Follow the policies and procedures of the CACFP program and maintain correct records for the client meal program. 9. When working overnight shift, hold nightly meetings to address issues on the floor and conduct nightly bed checks. 10. Complete daily shift reports and document shift information in client database. 11. Maintain a supply of intake packets as well as necessary items in the shelter such as hygiene and linens. 12. Assist DVVAC Manager, Shelter Manager, Intake Coordinator or Lead Intake with reports as requested. 13. Attend DVVAC weekly meetings/trainings. 14. Complete 24 hours Domestic Violence training during first year of employment, and an additional 16 hours each year thereafter. Provide documentation and accurately track training hours. 15. All other duties as required. <p><u>EDUCATION/EXPERIENCE REQUIREMENTS:</u> High school diploma or equivalent required. Secondary education/training in social work, psychology, sociology or related field preferred. Experience working with women/men and children who have been traumatized or in crisis helpful. Must have active and reflective listening skills and the ability to organize and follow through on assigned tasks. Must be able to pass a yearly background check.</p>	
PRESIDENT, BOARD OF DIRECTORS	EXECUTIVE DIRECTOR