



## Job Description

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<b>Position Title:</b>	Intake/Volunteer Coordinator
<b>Reports to:</b>	Senior Child and Family Advocate
<b>Primary Location:</b>	Kids' Harbor, Inc.-Osage Beach, MO
<b>Salary Range:</b>	\$32,000-\$36,000

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### **General Summary:**

Under the supervision of the Senior Child and Family Advocate, the Volunteer/Intake Coordinator is charged with the responsibility of carrying out the purposes, policies and programs of Kids' Harbor, Inc. as determined by the Executive Director and Board of Directors. This position will provide initial screening and coordination of all incoming referrals for services; as well as, develop and maintain a strong volunteer program to better ensure the needs of victims and their non-offending caregivers are being adequately met through Kids' Harbor services.

### **Specific Responsibilities**

#### **Intake and Advocacy Responsibilities:**

- Receive and screen referrals for victim services via telephone, fax, and email from multidisciplinary team (MDT) members to determine if case is appropriate for forensic or other direct services with the agency.
- Schedule forensic services as deemed appropriate by making contact and coordinating with all involved parties (i.e. victims' families/caregivers, MDT members, Kids' Harbor staff)
- Ensure families are informed of basic service explanations and have all pertinent information prior to initial services and answer their preliminary questions.
- Prepare case files for scheduled services and ensures advocacy and forensic staff are available and have all pertinent information prior to scheduled services.
- Administer victim surveys to help ensure quality of services.
- Responsible for the data collection, data entry and maintenance of the online client database; as well as compiling direct service reports as required by VOCA and SSVF Funders.
- Assist victims and non-offending care givers in the process of filing for and receiving Victims of Crime Compensation.
- Provide in-house advocacy services as required when an assigned child and family advocate is not available.
- Rotates on-call availabilities to respond to emergency calls by multidisciplinary team (MDT) members and provide emergency advocacy services as appropriate.

**Volunteer Coordination Responsibilities:**

- Recruits direct service volunteers from the communities in our service region through a variety of efforts, which may include, but is not limited to; creating printed materials, making community presentations, and utilizing local media.
- Screen potential direct service volunteers through the process of application, interview and background checks.
- Develop and maintain an adequate training program for newly recruited and ongoing direct service volunteers at or above the minimum standards set by the Missouri Department of Public Safety.
- Coordinate and schedule qualified volunteers to provide various direct services or assist Kids' Harbor, Inc. staff in providing direct services to victims and their non-offending caregivers as deemed appropriate and referred.
- Closely communicate and coordinate with Kids' Harbor's Child and Family Advocates, Counselors, and Multidisciplinary Team (MDT) members to determine what services and assistance victims and their non-offending families require and how direct service volunteers can be utilized.
- Closely communicate and coordinate with a wide range of community organizations and agencies outside of Kids' Harbor to determine what resources are available to victims and their non-offending family members; maintain and distribute information on these resources on-site; as well as educate other direct service staff, volunteers, and Multidisciplinary Team (MDT) members on these resources.
- Maintain all volunteer records and data and create reports from this data as required by VOCA and SSVF funders.
- Other duties as assigned.

**Basic Requirements**

A bachelor's degree in social work, psychology, criminal justice, or related field. Preference will be given to applicants with the above qualifications who have also had direct work experience intervening with abused children and their families. Knowledge of dynamics of child abuse; knowledge of law enforcement, criminal and civil court systems and how to communicate with and function within these systems; strong skills in public relations and negotiation; strong organizational skills; ability to engage children of all ages; and empower and mediate with parents in crisis; comprehensive understanding of community resources. Must work effectively with individuals from various economic, social, and cultural backgrounds. Successful candidates will demonstrate an ability to accomplish and advance program goals, a willingness to remain abreast of current research related to child abuse/neglect and victim advocacy and an ability to remain sensitive and demonstrate appropriate boundaries with program clients, agency staff, volunteers and team members.

Able to be on-call and respond, as needed, after hours and on weekends within a reasonable time. Provide own transportation (mileage reimbursed) with valid driver's license and insurance coverage on vehicle.

**Physical/Mental Requirements:** Visual acuity necessary to read and develop center materials along with verbal skills to communicate with the public. Must be able to lift up to 25 pounds; standing or walking for more than 50% of the day; working under pressure to meet deadlines. Must be willing to accommodate limited travel and work nights, evenings and holidays if necessary.

**Work Setting:** Must be able to function amicably in a small but busy work place. Must acknowledge and adhere to the agency's confidentiality policy and procedures and must adhere strictly to the highest professional ethics, confidentiality, discretion and judgment.

### **Principles and Values**

**Team Work:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of the Kids' Harbor, Inc. team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Strategic Thinking:** Develops strategies to achieve organizational goals; understands organizations' strengths and weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

**Willing to Grow:** Accepts accountability for mistakes and uses the mistakes as an opportunity to learn about self and to change future behaviors.

**Safety and Security:** Observes safety and security procedures; determines appropriate action beyond guidelines; remedies potentially unsafe conditions.

**Attendance:** Regular attendance is a requirement of this position

**Other:** All new employees must agree to and pass a Children's Division and law enforcement background check due to the sensitive nature of work.

### **COMPENSATION**

Kids' Harbor, Inc. offers a competitive pay and benefits package including paid medical and vision insurance for employee; paid holidays and a generous paid time off policy.

### **HOW TO APPLY**

Send your resume with cover letter to [janalee@kharbor.org](mailto:janalee@kharbor.org) by close of business August 18th for immediate consideration. Include "Intake-Volunteer Coordinator" in the subject line of your email.