

DAY ONE

JOB DESCRIPTION

TITLE: CAC Intake Manager, part time.

GENERAL SUMMARY: Under the direct supervision of the CAC County Coordinator, the Intake Manager works closely with multi-disciplinary team members (police, prosecution, child welfare, medical and mental health partners) and is responsible for coordinating and managing all referrals made to the CAC as well as providing services to CAC clients and their non-offending caregivers (NOC).

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. In conjunction with the CAC Director and CAC County Coordinator implements agreed upon CAC policies and procedures in accordance with NCA standards and Agency goals.
2. Coordinates and timely schedules all forensic interviews from referring parties, to include report gathering, scheduling, notifications, updates, confirmations and other communication with all team members as well as NOCs (as appropriate).
3. Responsible for case tracking and data entry of pre and post interview information to include client demographics, team information, follow up action, services, and other information as required by NCA standards or internal protocols.
4. Coordinates with other team members case tracking and data entry of prosecution status and outcomes.
5. Performs all associated tasks relative to requests for services to clients and NOCs, including assessing need for services, providing information on service availability, referrals for services and providing links to requested services.
6. Coordinates Multi-Disciplinary Team (MDT) agendas and follow-up, to include drafting, updating, and timely distributing written agendas and follow-up task list to appropriate team members, as well as maintaining data entry of MDT recommended action. Attends MDT and related meetings regularly as assigned.
7. Reports to supervisor and the Director of the CAC on status of referrals and changes in calling patterns, as requested.
8. Participates in and conducts training related to CAC services and procedures.
9. Coordinates and drafts periodic grant reports of CAC data and activities.
10. Develops and maintains collaborative and team-building work style with all MDT members and empathetic, supportive client style to insure a professional and successful operation of all programs.
11. Acts in a way that demonstrates maturity, discretion, cultural competency and value of diversity.

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SKILLS AND ABILITIES REQUIRED:

1. A high level of interpersonal skills to provide assistance to victims and to work effectively with all segments of the community.
2. Organizational and analytical ability to deal with difficult human and administrative problems and multi-tasking.
3. A basic understanding of issues related to sexual assault, sexual abuse and domestic violence.
4. The ability to work well in stressful situations and independently.
5. Excellent written and oral communication skills, including knowledge of word processing, database functions, and spreadsheet applications.
6. Successful completion of Day One's advocacy training program (provided by Agency).

WORKING CONDITIONS:

1. Works in a normal office environment.
2. Valid driver's license, transportation and insurance as some travel to satellite sites required.
3. Must submit to criminal background check and review to the satisfaction of Agency.

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

1. Bachelor's Degree in social work, psychology, criminal justice or related field with experience in services to abused children, and/or any combination of education and experience that is substantially equivalent.
2. Experience working with abused children, law enforcement, and/or child protective services preferred.
3. Knowledge and proficiency in Excel and Microsoft Word