



ANTI-VIOLENCE PARTNERSHIP of Philadelphia

Together we can end the cycle of violence.

Job Description

Job Title:	INTAKE COORDINATOR
FLSA Status:	EXEMPT
Department:	COUNSELING CENTER
Reports to:	DIRECTOR OF COUNSELING SERVICES
Location:	MAIN OFFICE
Schedule:	FULL TIME
Salary Range:	\$38,000 - \$42,000 ANNUALLY

Summary: The Intake Coordinator is responsible for streamlining and managing the Anti-Violence Partnership of Philadelphia's (AVP) waitlist, including recording and tracking referrals from co-victims of homicide and victims of violence, community-based agencies, and partners, as well as maintaining ongoing communication with clients on the waitlist. The Intake Coordinator will collect and report data from intakes to both internal and external partners. The Intake Coordinator will work with the Director of Counseling Services to ensure referrals to AVP therapists or other appropriate providers is done in a trauma-informed and timely manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Coordinates with Counseling Center staff to develop a process to streamline, manage and maintain AVP's waitlist.
- Empathetically engages with co-victims of homicide, victims of violence, and community partners when processing and tracking referrals.
- Documents, tracks and manages statistical information from waitlist and Counseling Center for quarterly and other reports, as required by grants and funders, and as requested by management.
- Provides non-English-speaking clients with interpreter/translation services.
- Provides resource information to callers seeking supportive services.
- Assists Counseling Center staff in maintaining current clinical records for clients, including assessment and evaluation information, release of information and consent to treatment forms, initial and updated treatment plans, progress notes and correspondence.
- Presents intake information at biweekly clinical group supervision meetings.
- Provides Psychological First Aid to co-victims of homicide and victims of violence as needed.
- Gathers and disseminates resource information.
- Maintains appropriate professional boundaries.

Administrative Responsibilities:

- Assures protection of client confidentiality by appropriate storage of clinical information and sharing of such data only in accordance with AVP's written confidentiality policy.



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- Reviews potentially problematic cases prior to extended time off (vacation) and arranges sufficient coverage.
- Meets with the Director of Counseling Services for weekly supervision.
- Attends Counseling Center staff meetings.
- Conducts activities related to compliance with federal and state laws related to mandated reporting, HIPAA, the Data Privacy Act, the Pennsylvania Commission on Crime & Delinquency's (PCCD) Victim Services Program Standards, and the Victim Services Code of Ethics.
- Records hours worked, maintains a public calendar, and submits bi-weekly timesheet promptly.
- Completes other forms and paperwork as requested.
- This position has no supervisory responsibilities but may be offered the opportunity to supervise interns.

Qualifications:

- Bachelor's degree in Social Work, Human Services, or related field.
- At least 1 year of experience working with diverse individuals and or communities of color impacted by trauma issues.
- Experience utilizing de-escalation techniques with callers who are in crisis or are verbally aggressive.
- Working knowledge of co-occurring mental health and substance use issues.
- A commitment to providing high quality trauma focused, trauma-informed and culturally sensitive services
- A commitment to accessing interpreter/translation services for clients who do not speak English or are in need of ASL/TTN.
- Bilingual candidates fluent in English and Spanish are preferred; proficiency in other languages a plus.
- Demonstrated ability to work independently and efficiently in a fast-paced environment.
- Team player with a capacity to collaborate effectively with staff, volunteers, and community organizations for successful achievement of position and organization's mission-driven goals.
- Strong written, verbal, and interpersonal communication skills.
- Demonstrated competence communicating about identity and equity, with a sophisticated understanding of the structures through which race, gender, class, sexual orientation, religion, ability, and other axes of identity function to unjustly distribute power and oppress some in our society.
- A commitment to integrating justice and equity into the work of the organization to ensure an inclusive and anti-racist organizational culture.
- A commitment to AVP's mission.



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Benefits: AVP offers a comprehensive and competitive benefits package for full-time employees that includes: 25 days' paid time off (PTO) annually; 15 paid holidays per year; 100% employer-paid medical, dental, and vision insurance; 401(k) retirement plan; and Flexible Spending Account for medical and dependent care.

Position Details: This is a full-time exempt status position based in Philadelphia, PA. Local and occasional out-of-county travel required for meetings and trainings.

Apply: Interested applicants should submit a resume and cover letter to avp@avpphila.org with subject line "Intake Coordinator."

The Anti-Violence Partnership of Philadelphia is an equal opportunity employer committed to a racially just, diverse, equitable, and inclusive workplace where differences are valued and respected. Our goal is to be a diverse workforce that is representative, at all levels, of the communities we serve. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, gender identity, sexual orientation, national origin, genetic information, protected veteran status, disability status, or any other characteristic protected by applicable law. Individuals who are Black, Indigenous, People of Color (BIPOC), LGBTQIAGNC, veterans, with disabilities, and/or at the intersection(s) of any of these identities are strongly encouraged to apply. If you are a member of one of these equity groups, you are encouraged to self-identify, on either your application form, cover letter, or resume.