

Client Services Intake Coordinator/ Office Assistant

The Client Services Intake Coordinator/Office Assistant for the Women's Advocacy Center is an entry-level position which contributes to the overall success of the Client Services group and the organization. The role is essential to the expansion of our service delivery model and will collaborate closely with the board, staff, and volunteers in offering comprehensive support services to women and children impacted by domestic abuse in our geographic service area.

A successful candidate will work no more than 40 hours per week at a starting pay rate of \$15.75 per hour, with an opportunity for growth.

The geographic service areas for TWAC include Arlington, Bartlett, Collierville, Germantown, Eads, Lakeland, Millington, and Northaven. We serve a limited number of women and children in these areas through our Safe Families Program who have experienced domestic abuse. Survivors and victims who reach out to our organization but who are not in our service area are referred to an agency in their service area who may be able to assist them.

Responsibilities include:

- Answering calls to The Women's Advocacy Center and directing calls to the appropriate staff member
- Initial screening of potential clients
- Scheduling client appointments for five staff members
- Making referrals to approved service providers
- Timely entry of client and referral information into a client database
- Participating in team meetings and responding to routine requests for information from board members, staff, and volunteers
- Participating in professional learning and professional development
- Other administrative responsibilities as assigned

Qualifications and Skills:

- Strong written and verbal communication skills
- Ability to maintain calm and poised under pressure or in critical situations
- Good interpersonal skills, including compassion and empathy
- Ability to work with a diverse staff across multiple departments
- Ability to use Microsoft Office, Zoom, and our case management system (FamCare)

Education:

- A bachelor's degree or higher in business, nonprofit management, psychology, or a related field. Relevant experience will also be considered.
- Experience working in a victim service organization for a minimum of two years or in some similar capacity.