

Position: Crisis and Intake Coordinator

Location: Noblesville, IN

Type: Full Time

Organization: Prevail, Inc.

Description:

Prevail is committed to offering crisis intervention and restorative support services for those who have experienced crime and abuse, free of charge, in a confidential, supportive, non-judgmental environment that is meant to empower those we serve. We know this work must be grounded in building a community that actively promotes authentic wellbeing for all its members and boldly moves toward being anti-racist and practicing equity in all things.

Prevail is seeking to fill a Crisis and Intake Coordinator position. This position is responsible for crisis and intake coordination for victims of crime, including domestic violence and sexual assault. Serves as the point of first contact for victims with the agency and creates a confidential, trauma-informed response to victims seeking victim advocacy services. Supports coordination of administrative tasks that are adjacent to client services.

Prevail values **EMPOWERMENT, CONNECTION, SOCIAL JUSTICE, and DIGNITY**

Duties:

Responsible to receive and route crisis, intake, and client calls by working in conjunction with staff to provide access to intervention and follow-up services for clients as needed. Establish a trusting relationship with victims during first contact.

Answers crisis line during business hours and works in conjunction with staff to connect to an advocate.

Responsible for scheduling client appointments, safely communicating reminders of upcoming appointments, and managing the flow and needs of clients awaiting services in the building.

Responsible to serve as a reference guide for the community in the areas of victim resources and violence prevention and through public presentations and participation in community organizations.

Safeguard confidentiality of client information and assist advocates to obtain client's written consent to exchange information with other relevant agencies and individuals.

Coordinate and participate in training in the arena of victim advocacy and violence prevention at the agency. Oversee and provide training certificates for interagency trainings.

Oversee the distribution and collection of client, group, and presentation evaluations.

Responsible to work in coordination with staff on the agency's holiday program for clients including communication with clients.

Responsible to represent the agency in public and private presentations to increase awareness and educate audiences as to victim-related issues as requested by the Executive Director or the Advocacy Supervisor.

Assist with maintenance of client documentation and support any other database/client documentation management projects.

Qualifications: High School Diploma with three years of experience in administrative role. Preferred experience in an administrative role that had client interaction experience.

Competitive compensation package including medical, dental, vision, life, short & long term disability, 403(b) retirement plan with match, paid time off, paid holidays, and professional development. Salary commensurate with education and experience (starting wage \$17.49/hour).

Click **APPLY NOW** to submit cover letter and resume or you may send to Michelle Moen at mmoen@prevailinc.org.