

Intake Coordinator

Organization

The mission of Restore Corps is to eradicate human trafficking by empowering survivors, equipping communities & seeking justice through systemic change. We are a Christian, faith-based organization with a focus on professional excellence.

Position

Reporting to the Director of Survivor Services, the Intake Coordinator will provide services to victims of human trafficking in West Tennessee utilizing Restore Corps in-house services, contracts, community service providers and other collaborations. An Intake Coordinator candidate must possess strong organizational and group leadership abilities, have work experience in the areas of human services preferably in the areas of domestic violence and/or sexual assault services. She must demonstrate stability in personal presentation and professional relationships. This position requires, at a minimum, a masters degree and possess the ability to successfully complete required domestic violence/sexual assault required training. This position will work in tandem with other staff on the Direct Services Team (DST) of Restore Corps and Blossom House.

Empower Survivors - IC Key Responsibilities

Ability to use trauma informed practices while working with our victim population.

- Comfortable working with individuals ranging from 5y-60y+
- Identify and maintain resources throughout the 21-county RC footprint
- Facilitate response to request for services, including the initial response, the assessment and referral process, the designation of appropriate level of care, admission into services, and appropriate follow up activity.
- Perform initial phone screenings, as well as schedule initial onsite assessments for survivors seeking services utilizing a trauma-informed, strengths-based approach
- Possess a thorough understanding of agency criteria necessary to access program services.
- Provision of services requires a one on one encounter with clients and a working knowledge of services available throughout the 21 counties of West Tennessee.

Schedule and conduct client service assessment appointments with eligible callers or walk ins using the following procedures:

- Review and complete all required intake forms with the potential client and have them sign where appropriate.
- Maintain the program waitlist.
- Schedule and conduct intake interviews with potential clients and draft post-intake summary for direct service team.
- Utilize Salesforce database for all intake related data needs.
- Update referral spreadsheet with all incoming referrals

Conduct emergency shelter screening assessments for callers seeking shelter services.

- Assess Mental Health status and Substance Use status for shelter services.
- Provide back-up assistance in answering the after hours hotline when needed.
- Assist with Safety Planning
- Screen and coordinate direct admissions to RC safe house directly from emergency departments, crisis teams, law enforcement agencies, and other providers/agencies.

Conduct needs assessments in the following areas:

- Type of Victimization (IPV, SA, HT)
- Current Mental Health status (is there a need for Acute inpatient treatment, Residential treatment, Partial hospitalization or Intensive outpatient treatment).
- Substance abuse treatment
- Lethality and Safety Planning (In need of Shelter/Legal Advocacy)
- Other issues stemming from victimization (referrals for Case management advocacy).
- Assess Legal Services' request and identify urgency.
- Maintain an up to date list of resources throughout West TN and refer out to other agencies when appropriate.
- Transport survivors of human trafficking in personal or agency vehicles.
- Be on call on a rotating basis for after hours and weekend emergencies.
- Assist the delivery of services in a way which complies with the agency's health and safety procedures & supports empowerment and respecting participant's right to choose

Equip Communities - IC Key Responsibilities

- Develop and maintain excellent working relationships with other organizations as needed, for case coordination and response
- Participate in weekly staff meetings and attend program and organizational special events and fundraisers. Other duties as assigned.
- Work closely with community partners to best meet the needs of clients
- Identify and maintain an up to date list of resources throughout West TN
- Build rapport and trust with a diverse population including clients, staff members, volunteers and donors. Great people skills are vital for this role.
- Attend, as directed, community or related events to learn about other victim serving organizations, network for key relationships, and build awareness about Restore Corps' services and mission
- Serve as a Restore Corps representative to share expertise at professional and community trainings and other events

Change Systems - IC Key Responsibilities

- Lead educational groups to high risk communities to identify victims of human trafficking and/or groups for engaged survivors being served by the DST
- Participate in Lives Worth Saving as directed by your supervisor
- Identify service gaps during service provision, providing insight to Director of Survivor Services and Executive Director to inform potential legislation or systems change

The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations and problems. The Intake Coordinator must be able to analyze problems and make prudent decisions while interpreting a variety of factors, problems and alternative methods and procedures, and know when to bring in counsel from their supervisor.

The Intake Coordinator must be willing and able to work in a trauma-informed, strengths-based culture and to make good contextualized decisions.

Additional Responsibilities

- Attend meetings in the community, as deemed appropriate and useful.
- Maybe called upon to represent the organization and share expertise at professional and community training and other events.
- Perform other agency-related duties or special projects, as directed by the supervisor. Duties may change according to organizational needs.
- Be on rotation for kitchen duty with other staff.

Working Conditions

Work is carried out both in the field and in an office setting with intermittent sitting, standing, walking and some light physical activity or out in the field. Most work is performed while sitting and using the computer, phone and engaged in face-to-face conversation with staff and/or clients. Regular car travel required (must operate both personal and staff vehicles).

Education, Experience and Skills:

- Bachelor required, but MSW or master's level degree from a related field is preferred
- Preferred candidates have at least 3 years of mental health experience and/or crisis stabilization, intake or equivalent position with experience working with trauma, substance abuse, sexual exploitation, victim assistance, child protective services, youth in foster care or human trafficking populations.
- Fluency in a language other than English with a strong preference for Spanish
- Demonstrated ability to understand and implement best practices around services for at-risk individuals and families.
- Moderate level computer skills, including word processing and spreadsheets.
- Understanding of the DSM-5
- People-oriented with demonstrated ability to build rapport and gain trust with diverse populations.
- Ability and willingness to work irregular hours when a survivor needs dictate. Rotating on-call hours on nights and weekends are part of this position.
- Capacity to manage stressful situations, problem solve quickly and react appropriately during emergencies.
- Excellent organizational and communication skills, both written and oral, and prompt response to messages.
- Able to maintain confidentiality, as required by law and in the best interests of survivors, staff and the agency.
- Fast learner, quick mind, capacity for hard work, teachable and flexible.
- Valid driver's license, state-required driver's insurance and access to reliable personal transportation; ability to travel throughout West Tennessee.

Additional Requirements and Information

The ideal applicant must be willing and able to embrace and exemplify our [Corps Values](#), as well as, our [Statement of Faith](#).

Initial and subsequent random drug screening is required as per agency policy.



Posted:

Background check will be required.

This is a full-time, salaried position to include evening, weekend and holiday hours as needed for 24-hour, 365 day staff coverage for services to human trafficking survivors throughout West Tennessee.

Salary starts at \$48K a year, commensurate with experience. Will include mileage reimbursement, paid time off, offer for health insurance coverage, & 401K match after 1 year.

Contact Information and Procedure: No phone calls accepted for this position. Posting will close when the position is filled.

Please submit a cover letter and resume to careers@restorecorps.org with the position title in the subject line of the email.

Winter 2025
Intake Coordinator
Services for Survivors of Human Trafficking