



Metropolitan Organization to Counter Sexual Assault

Job Title: **Intake Specialist**
FLSA Status: Exempt
Department: Counseling
Reports to: Counseling Coordinator

Since 1975 Metropolitan Organization to Counter Sexual Assault (MOCSA) has been an essential part of the Kansas City metro. Our mission is to improve the lives of those impacted by sexual abuse and assault, and to prevent sexual violence in our community. MOCSA is seeking an Intake Specialist to join our dynamic organization of diverse, dedicated and innovative individuals. Applicants should have a passion for providing excellent customer service in support of Counseling services.

SUMMARY

This position is responsible for performing intake services to victims of sexual violence and their families and providing administrative support to the Counseling department.

JOB OBJECTIVES

- I. **Client Services**
 - a. Provide prompt telephone response to callers for sexual abuse and sexual assault treatment services, and referring agencies.
 - b. Manage waiting lists for all counseling services, including scheduling, making follow-up calls to clients and assessing for transportation needs.
 - c. Maintain and communicate accurate support group and outreach site information.

- II. **Data Management**
 - a. Manage client records, releases, requests for information and data collection.

- III. **Crisis Intervention**
 - a. Provide back-up support for 24-Hour Crisis Line, hospital advocacy and law enforcement advocacy, as needed.

The responsibilities described represent the primary responsibilities of the job. Other responsibilities may be assigned by the supervisor as warranted by business needs. The incumbent is expected to do all assigned responsibilities.

KNOWLEDGE/SKILLS/LICENSURE/CERTIFICATION

Minimum Qualifications

The position requires a Bachelor's Degree in human services, social work, criminal justice, or related field or five years of equivalent or combined experience in victim advocacy and community outreach. At least one year social services or crisis response

and trauma informed care experience.

PHYSICAL AND MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Work is typically performed in an office environment. While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with faculty, staff, administration, funders, and others encountered in the course of work.

WORK HOURS

This is a full-time position; business hours are Monday through Friday, 8:30 a.m. to 5 p.m. Regular evening and occasional weekend work may be required as job duties demand.

TRAVEL

Regular travel throughout the Kansas City metropolitan area to perform counseling and outreach services.

BENEFITS

Vacation, Holiday, Sick Pay, Medical, Dental, Life, Long-term Disability Insurance, 403(b) and Cafeteria program. The salary range for this position is \$36,000 - \$40,000 DOE. MOCSA is an Equal Opportunity Employer committed to creating and supporting a diverse staff.

APPLICATION INSTRUCTIONS

Please submit an application, cover letter and resume to [MOCSA OnePoint Applications](#).