



POSITION DESCRIPTION

Intake Specialist

Type of Position: Full -time (40 hours/week), Non-Exempt
Some weekend and evening hours required

Work Site: Main Office, and NewStory Center Campus, Rutland, VT

Supervisor: Program Director

Scope of Work:

The Intake and Stabilization Advocate has the general responsibility of providing professional evaluation and needs based assessment for individuals seeking services through NewStory Center. These responsibilities will entail crisis management, explanation of NewStory Center services, and case coordination with community referral resources; with a focus on addressing barriers and supporting clients in finding and obtaining safe stable permanent housing. The Intake Specialist provides direct services and high-quality advocacy to survivors seeking services with NewStory Center. The Intake Specialist works with staff to implement policies and practices which promote the safety and wellbeing of survivors of domestic violence, sexual violence, stalking, and human trafficking. All services at NewStory Center are provided with strict adherence to confidentiality. Advocacy provided at NewStory Center is survivor-centered, trauma informed, and empowerment based.

Essential Duties

- Answer incoming crisis calls
- Responsible for accurate data entry of crisis calls, intakes, lethality assessments. Etc.
- Process intakes of new service participants
- Monitor and respond to activity at entry doors
- Provide information and referral for telephone callers and residents
- Communicate information concerning participant matters to appropriate staff
- Conduct daily shift notes to maintain accurate client files
- Work with community agencies to safety plan and coordinate services
- Be available for on-call hours on the crisis hotline
- Support clients in identifying and applying for financial support, and community resources (Reachup, SNAP, VERAP, Coordinated Entry Process)
- Housing navigation to include housing and employment search and application completion to aid clients obtaining housing
- Support landlord in creating user portal and promote their participation in VERAP stabilization
- Support development of innovative activities that serve to improve the landlord-tenant relationship
- Support clients in creating a permanent housing plan that promotes sustainability

Knowledge and Ability

- Provide excellent customer service to service participants
- Work well with people and make decisions in emergency situations
- Ability to maintain accurate records
- Ability to work as part of a team
- Ability to assess individual needs and well-being
- Be knowledgeable about community resources and refer individuals effectively to outside agencies
- Maintain healthy boundaries with service participants

Qualifications:

- Minimum 3 years human services experience
- Orientation to detail and proven ability to manage multiple deadlines
- A demonstrated commitment to anti-oppression work and ending domestic and sexual violence
- Ability and commitment to work within a team model to achieve organizational goals
- Excellent verbal and written communication skills
- Proficiency in MS Office Suite especially including OneDrive and Excel

Please submit resume and cover letter to both Avaloy Lanning, Executive Director, at alanning@nscvt.org and Jessica Ellis, Program Director, at jellis@nscvt.org

NewStory Center is an Equal Opportunity Employer and does not discriminate on the basis of race, gender, gender expression, sexual orientation, religion, age, ability, or national origin.