

SAMARITAN HOUSE

Job Description

Position: Lead Intake Coordinator	Approved on: July 2, 2019
Reports to: Crisis Services Supervisor	Revision Date: February 12, 2025
☐ Exempt ☒ Non-exempt	☐ Administrative ☒ Direct Client Services

Position Summary: The incumbent is an essential staff member and is primarily responsible for conducting crisis interviews with callers and walk-ins, screening requests for shelter and conducting intake assessments. He/she will respond to incoming crisis calls during their shift. Additionally, this staff member will provide hotline callers with services, information and referrals. The incumbent is responsible for oversight of individuals and families in emergency shelters during the shift. There may be times the incumbent will need to visit emergency houses to ensure safety and compliance with rights and responsibilities. Incumbent's daily schedule is dependent on the needs of emergency housing clients, crises and agency needs. He/she will be responsible for responding to emergencies and scheduled intakes during the entire duration of the shift.

Job Responsibilities:

1. Screen all requests for shelter or assistance, conduct intake assessments, assign residents to shelter, conduct crisis interviews with callers as needed, secure transportation and placement for callers who are in immediate danger and provide information and referral as appropriate.
2. Complete all necessary paperwork in response to calls, document interventions, complete appropriate referrals to Case Managers, Victim Advocates and complete statistical information.
3. Accompany and orient new shelter residents to their designated shelter.
4. May be required to respond to crises as they arise at the shelters. Inform supervisory back-up staff of all emergency situations in shelter as soon as possible.
5. Be located on-site at the Safe Harbor Center or one of the emergency shelters during the hours of shift.
6. Follow the "Program Participant Intakes to Emergency Housing" policy for placement of families/individuals in immediate danger when shelters are full.
7. Assist Crisis Services Supervisor with supervision of volunteers and student interns, their retention, and appreciation efforts.
8. Assist Crisis Services Supervisor to review and maintain intake department item inventory and organization.
9. Perform all procedures related to communication across shifts, documentation, record keeping, and reporting.
10. Assist in reviewing work of others and ensure they are informed of errors in a trauma informed manner.
11. Assist Crisis Services Supervisor with data collection for department/grant reports.

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12. Position is defined as Essential Staff, which are employees that have positions within the organization that may require them to work regardless of scheduled holidays, unexpected closures, weather alerts, and natural disasters such as hurricanes, tornados, or pandemics.
13. Available to work holidays as needed.
14. Other duties as assigned.

Required Background:

- A bachelor's degree in social work, counseling, criminal justice, or other related disciplines is preferred.
- At least two years of experience in crisis intervention work with survivors of domestic violence and/or homelessness.
- Working knowledge of issues as they relate to domestic violence and homelessness.

Required Skills:

- Experience managing multiple projects and activities simultaneously
- Versed in the dynamics of domestic violence and current teachings on power and control as articulated in the domestic violence literature
- Versed in the principles of empowerment and able to demonstrate this in all interactions with clients, volunteers and staff
- Knowledge of the legal rights of victims of domestic abuse and how to obtain protective orders
- Ability to read, write and communicate in English
- Ability to work within a team model of service delivery
- Ability to use a computer and a telephone
- Possess reliable transportation
- Possess a Virginia Driver's License and a reasonably clean driving record
- Current CPR card
- Provide trauma informed guidance to Intake Coordinators

Required Physical Skills:

- Ability to lift 25 pounds
- Ability to operate a motor vehicle, a car, truck and/or van

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- Ability to walk, climb and reach
- Ability to conduct & attend meetings

Contact: Theresa Lindsey, Director of Operations/HR
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Please download and complete Job Application form at: www.samaritanhouseva.org

Samaritan House Inc. is committed to a drug free workplace and has a non-discrimination policy of equal opportunity for all persons and does not discriminate based on race, ethnicity, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, limited English proficiency, immigration status or veteran status in employment, services and or volunteer opportunity.