



Job Recruitment

Family Support Specialist/Intake Coordinator

Position Summary:

As a core member of the Clinical Team, the Family Support Specialist/Intake Coordinator receives and triages calls referring children to the Liberty House clinic for assessment of concerns relating to physical abuse, sexual abuse and neglect. The role includes consulting with the medical staff, and determining services needed and scheduling assessments, and requesting and processing police reports, DHS reports, medical records and clinical photographs of injuries to children. When the child is brought to Liberty House for his or her appointment, this role includes providing emotional support and education for caregivers and family members. This is an at will position.

Classification: 1 FTE – Non-Exempt. Hourly. Full-time.

The Organization:

Liberty House provides a range of services for children and their families referred for concerns of abuse, neglect, trauma, or grief. In the clinic, core services include a medical check-up, forensic interview and family support. Services are provided in consultation with other professionals such as law enforcement and child protective services (See Oregon Revised Statutes 418.747 – multidisciplinary teams; ORS 418.782 – child abuse medical assessment). Liberty House provides follow up mental health services for children and their caregivers through our Hope and Wellness Services. With a budget of over \$3 million, we serve more than 1,000 children and family members each year. We also provide prevention training and education for community organizations. Our experienced staff members work closely with many other professionals to ensure that children and their families receive the help they need in a coordinated, sensitive way. Liberty House serves children and families in Marion and Polk counties.

Liberty House is a nonprofit corporation organized under IRS Code 501(c)(3). Employment with Liberty House may make the employee eligible for eventual forgiveness of student loans issued under The William D. Ford Federal Direct Loan Program.

Basic Functions and Responsibilities of the Position:

Intake Coordination:

- Triage incoming calls from agencies, medical providers, parents and other parties; respond to walk-in families as needed.
- Collect relevant intake information from referral sources.
- Contact Child Welfare and law enforcement agencies to coordinate assessments and make necessary reports.
- Gather agency reports, medical records and other relevant case information.

- Determine needed services and schedule assessments; staff pertinent referrals with staffing medical provider or interviewer, depending on the need to staff; coordinate assessment schedule; arrange interpreters as needed.
- Write intake summaries and complete required intake documentation.
- Completion of billing fee slips for Karly's Law and medical consults.
- Request and receive medical records from other providers and partner agencies.
- Request photos from medical and law enforcement. Download photos from secure messaging or photos received on CDs.
- Look up medical records/print out for providers from online services (Salem Hospital EPIC, OHSU, Kaiser Permanente, etc.)
- Order labs and imaging for providers for Karly Law and medical consults both for patients that come here, and for review.
- Use database systems to check the history of new referrals.
- Participate in team case staffing's as appropriate.
- Communicate by telephone with families and medical facilities on behalf of the Providers and Interviewers as appropriate.
- Represent Liberty House at meetings of Multi-Disciplinary Team subgroups.
- Perform other duties as assigned.
- Schedule appointments and assist with chart creation.

Family Support:

- Provide family support services in a culturally sensitive manner.
- Conduct family needs assessment focused on victimization and secondary issues.
- As needed, provide therapeutic crisis intervention/stabilization for family and child.
- As needed, assist caregivers in formulating a safety plan.
- Provide education regarding abuse dynamics and clarification of victim and perpetrator roles, and how to support child toward healing when appropriate.
- Provide information and support regarding criminal justice and child protection systems.
- When providing family support, observe portion of child interview to assist in making treatment recommendations and to provide assurance to caregiver.

Other Duties:

- Participate in quality assurance reviews, and case consultation.
- Conduct community education.
- Testify in court as needed.
- Complete all required reports in a timely manner.
- Maintain up-to-date caregiver materials.
- Perform other duties as assigned.
- Facilitate scheduling for clinical team members, families and partners.

Basic Functions and Responsibilities as a Liberty House Team Member:

- Pass a criminal background, sex offender registration, and child abuse registry check.
- Maintain required confidentiality in compliance with Liberty House policies, HIPAA, and State of Oregon multidisciplinary child abuse assessment team statutory requirements.
- Attend Liberty House staff meetings, clinic team meetings, and annual retreat.

- Communicate professionally, respectfully, and supportively with internal team members, external partners, and board members.
- Promote a positive working environment by adhering to the Liberty House Code of Conduct.
- Conduct the business of Liberty House so as to maintain and increase its goodwill and reputation in the community, consistent with professional and ethical standards of behavior.

Qualifications:

Required Education and Experience:

- A professional with a Bachelor’s Degree in social work, counseling, psychology, sociology, child development or related field **and** five or more years’ experience working with abused or neglected children.

Other Qualifications:

- Excellent communication skills.
- Experience with and knowledge about child abuse issues.
- Understanding of complex family dynamics.
- Experience with children.
- Ability to work effectively in complicated and/or crisis situations.
- Ability and willingness to work cooperatively as a team member with Liberty House staff, Board members and representatives from partnering agencies.
- Ability to communicate well with children and families, team members and partnering agencies.
- Ability to learn from observation of self and others, and to apply learning into improved practice.
- Ability to receive and deliver feedback effectively and regularly.
- Ability and willingness to establish and maintain positive working relationships.
- Experience with conducting interviews and family support services preferred.
- Candidate must be able to read and write English. Ability to converse and write in Spanish is preferred.

Hours, Compensation and Benefits:

- Full-time, 40 hours per week Monday – Friday.
- Compensation: 42,000 – 53,000.
- Benefit package includes health insurance, retirement match, paid vacation and sick leave, flexible spending account option, eleven paid holidays, discounted memberships at local health clubs, bi-annual staff retreats.

Nothing in this job description restricts Liberty House’s right to assign or reassign duties and responsibilities to this job at any time.

To Apply:

Interested applicants should submit a completed application (available at www.libertyhousecenter.org), resume, cover letter and two letters of recommendation to Kameron Wolfer, at the address below. Email submissions are preferred.

Kameron Wolfer
Executive Assistant
Liberty House
2685 4th St. N.E.
Salem, OR 97301

Fax: 503-540-0293

Email: kwolfer@libertyhousecenter.org

This is a recruitment to establish a pool of qualified candidates and will remain open until the position is filled.

The start date for the position will be determined by the Medical Director and the Chief Executive Officer in consultation with the successful candidates.

Liberty House is an Equal Opportunity Employer.

If you have questions, please call Kameron Wolfer at (503) 540-0288 or email at kwolfer@libertyhousecenter.org