



Liberty House Job Announcement

Intake Coordinator/ Family Support Specialist

Full-time—40 hours (On-Site/ In-Person)

385 Taylor Street NE, Salem, OR 97301

693 Ray J. Glatt Circle Ste 200 Woodburn, OR 97071

Up to \$56,000/yr. depending on education/experience

Excellent benefits package

About Liberty House

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 & Wellness Services. With a budget of over \$5 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.

Intake Coordinator/ Family Support Specialist

As a member of the Clinical Team, the Intake Coordinator/Family Support Specialist screens patients referred to Liberty House works closely with the clinical team to determine services needed, schedules appointments and provides emotional support and education for caregivers who bring children to Liberty House.

The Intake Coordinator/Family Support Specialist must work effectively and successfully within the interdisciplinary clinical team, consisting of pediatricians, nurse practitioners, physician assistants, forensic interviewers, front desk staff, volunteers, the Chief of Clinical Operations, Hope & Wellness counseling staff members, the MDT Coordinator for Marion and Polk Counties, the CEO, and external multidisciplinary partners including Department of Human Services Child Protective Services (DHS-CPS) workers and supervisors, law enforcement personnel of all ranks, members of the District Attorney's Offices of Marion and Polk Counties, hospital and clinic staff, and the families and caregivers of patients. The person in this position will also participate in multidisciplinary team staffing.

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.
- Using the electronic health records system (EHR – Tebra) to initiate a new entry and Patient Information Form (PIF) or add to an existing medical record, as appropriate, documenting accurately all information and contacts relating to the referral.
- Contact DHS-CPS and law enforcement agencies to coordinate assessments and make necessary reports.
- Gather agency reports, medical records, and other relevant case information.
- Identify requested services and potential needs; staff referrals with staffing medical providers, consulting interviewers as needed; coordinate assessment schedules; schedule assessments.
- Arrange interpreters as needed.
- 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 and download medical records for providers from online services (Salem Hospital EPIC, OHSU, Kaiser Permanente, etc.)
- Write intake summaries and complete required intake documentation.
- 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.
- Other duties as assigned.

Family Support:

- Meet child and caregiver early in their Liberty House appointment, following current procedure.
- 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.
- Identify and coordinate needed trainings and peer review topics.
- Research and create resources as needed.
- Offer the opportunity to provide feedback via a Patient Feedback Form
- Assist team in discharge planning, including coordinating follow-up services or referrals as needed.

Other Duties:

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

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 and participate constructively in Liberty House staff meetings, clinic team meetings, and annual retreat.
- Demonstrate the ability to engage meaningfully in a supervisory relationship, being open to constructive feedback as a routine part of professional growth and development.
- 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 to maintain and increase its goodwill and reputation in the community, consistent with professional and ethical standards of behavior.
- Participate effectively and constructively in team or group problem-solving and program development; demonstrate the ability to identify what is best for the mission of the organization; demonstrate the ability to support consensus-based decisions.
- Demonstrate the ability to appreciate multiple perspectives and see things from other people's perspectives.
- Demonstrate a willingness to be aware of one's effect on others and take necessary steps to improve in any areas identified through supervision.

Qualifications:**Education, Licensure and Experience:**

- A bachelor's degree in social work, counseling, psychology, sociology, child development or related field. (Required)
- A master's degree in social services or social work; including coursework related to childhood trauma. (Preferred)

Licensure/Certification:

- Licensed Clinical Social Worker (LCSW) or Clinical Social Worker Associate (CSWA) working toward licensure or Licensed Professional Counselor (LPC) or LPC-Intern actively working toward licensure, recommended.

Experience:

- Five or more years' experience working with at-risk, abused, or neglected children.

Liberty House may consider applicants who have an acceptable combination of Education, Licensure/Certification, and Experience.

Other Qualifications:

- Excellent communication skills.
- Candidate must be able to read and write English. The ability to converse and write in Spanish is preferred but not required.
- Demonstrated knowledge of principles of child growth & development.
- Demonstrated knowledge about physical and sexual child abuse, maltreatment, and neglect.
- Proficiency in medical documentation and use of electronic medical records systems.
- 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 partner agencies.
- Ability to communicate well with children and families, team members, and partner 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 conducting interviews and family support services preferred.

Hours, Compensation and Benefits:

- Full-time, 40 hours per week Monday – Friday.
- Compensation: Up to \$56,000 depending on education/experience.
- Benefit package includes health insurance, retirement match, paid vacation and sick leave, flexible spending account option, twelve paid holidays, gym membership stipend , and biannual staff retreats.

To Apply

Please email a cover letter, application, and resume to HR@libertyhousecenter.org
Attn. Kameron Wolfer

This recruitment will remain open until filled.

Liberty House is an Equal Opportunity Employer. Liberty House does not discriminate based on race, color, religion, gender, gender identity, sexual orientation, disability, national or ethnic origin, or other legally protected status. Women, people of color, people with disabilities, and LGBTQ candidates are encouraged to apply.