

Center Against Sexual and Family Violence Job Description

Title: Client Service Specialist #1 – Family Resource Center
Supervisor: Client Services Coordinator
Status: Non-Exempt
Funding: 43% SAPCS-Block; 32% VOCA; 25% HHSC

Scope of Duties:

Serve as the initial point of contact for clients seeking sexual assault or domestic violence services at the Family Resource Center. Provide telephone and face-to-face crisis intervention; assist with filling out of preliminary client registration forms. Monitor activities and maintain accurate documentation and records in accordance with agency policies and procedures. Ensure that new client packets are available and complete. Responsible for answering phones, making appointment and making referrals to other community agencies. Perform general clerical duties. Typing and/or creating forms on the computer and maintain appointment book, monthly calendars, registration book, etc.

This is a non-exempt position which requires the approval of the Client Services Coordinator for work in excess of 40 hours in a work week.

Perform other duties as assigned.

Essential Job Functions:

1. Welcome new clients and provide orientation to include, but not limited to, agency services, assist with forms, and tour of premises.
2. Welcome and assist current clients.
3. Provide hospital accompaniment to support sexual assault survivors during sexual assault examinations, 2 shifts **per month**, of which one is evening or weekend.
4. Perform general office tasks including, but not limited to, answering and directing telephone calls, filing, faxing, and typing.
5. Provide telephone crisis intervention; make referrals to community resources and document referrals. Filling out hotline documentation and conducting necessary follow-up of hotline calls.
6. Provide face-to-face intervention when client or potential client crises arise. Give client referral information, take pictures, if necessary; or call police to make a report.
7. Assist client in filling out short intake in time of crisis and hand out emergency 911 cell phones.
8. Respond immediately to telephone calls and provide information regarding the Center's services and programs in an educational manner.
9. Document required registration information in client files, communication logs, and ensure completion of forms.
10. Responsible for daily review/maintenance of client files.
11. Assist with statistical reports and collection of data, e.g. monthly reports, token logs, etc.
12. Maintain log of referral and completion letters.
13. Transport clients as needed in emergency situation.
14. Notify Supervisor of any facility repairs or maintenance needed.
15. Accept donated items and issue receipt as outlined in policies and procedures.

Other Duties:

1. Increase the Center's visibility in the community by attending assigned meetings and participating on behalf of the agency.
2. Represent the agency in a positive manner at all times.
3. Respect client at all times.

Minimum Qualifications:

Training and Experience:

High school diploma; Computer proficiency in Microsoft applications. Able to stand for extended periods of time while fulfilling printing responsibilities. Must have good spelling, math and typing skills. Must have good oral and written communication skills. Must have own transportation, valid Texas driver's license and current insurance.

Knowledge, Abilities and Skills:

- Excellent interpersonal and communication skills.
- Must be client centered - Recognizing the interests of the client as a primary responsibility and provide professional support, guidance, and assistance.
- Maintain high personal and professional standards.
- Must be able to speak to all of the agency's services/programs fluently.
- Proficiency in basic computer applications.
- Excellent follow-through and proven skills.
- Should be creative, articulate and diplomatic.
- Ability to work independently as well as part of a team.
- Strong self-starter who feels comfortable taking the initiative in problem solving in order to meet the needs of clients.
- Willingness to work flexible and irregular hours during peak periods.

Special Qualifications:

Ability to speak and write in Spanish

This job description should not be construed to imply that these requirements are the only duties, responsibilities and qualifications for this job. Incumbent may be required to follow any additional instructions, acquire related job skills, and perform related work.