



## ***Intake Specialist***

Location: Albany, Oregon  
Reports To: Clinical Manager  
Status: Full-Time (Non-Exempt)

At ABC House, our people are passionate about breaking the cycle of child abuse and neglect by supporting children as they find their voice, and helping children and families heal and thrive. Our core services include forensic medical exams and interviews to help identify child maltreatment, trauma counseling and family support services, and prevention and awareness education for the community. We envision a world in which every child has the opportunity to be happy, healthy and safe; parents and caregivers understand the impact of their actions on children; and our community actively and vocally stands up to child abuse and neglect. Join our team to help make a positive impact in a child's life today!

ABC House offers a culture of respect, teamwork, integrity and pride as well as competitive wages based on experience and a generous benefits package including 100% employer paid health insurance for the employee, including vision and dental.

### ***Primary Responsibilities***

The Intake Specialist is a core member of ABC House's child abuse assessment team, determining services needed and scheduling child abuse assessment appointments. Duties include but are not limited to:

- Intake for child abuse assessment referrals.
  - Triage incoming calls from multidisciplinary partners, medical providers and others, and collect relevant intake information from referring party.
  - Screen client referrals to determine appropriate services, and staff pertinent referrals with Clinical Manager and/or Medical Director as needed.
  - Schedule forensic medical examinations and interviews in coordination with Clinical Manager, ABC House clinical staff and multidisciplinary team partners.
  - Gather agency reports, medical records and other relevant case information in advance of assessment services.
  - Ensure client information, including demographics, insurance and appointments, and documentation is entered into electronic health records, client management database and hardcopy files.
- Cross-trained to provide backfill support for medical assistant.
  - Assist medical providers during forensic medical exams.
  - Operate forensic interviewing recording equipment.
  - Ensure medical exam rooms are well-stocked, functional and maintained for child abuse assessment appointments.
- Other duties as assigned

## **Qualifications**

- Bachelor's degree in social work, mental health, nursing or a related field, or Associate's degree and equivalent work experience. Medical training, such as Certified Nurse's Assistant or Medical Assistant, a plus.
- Demonstrated experience with, and aptitude for, working with community partners to coordinate services.
- Knowledge of child abuse dynamics strongly preferred.
- Excellent computer skills, including Microsoft Office suite, electronic health records and databases.
- Excellent interpersonal skills, both in-person and on the telephone.
- Ability to successfully complete a criminal background check.

**Compensation:** Dependent upon experience. Excellent benefits package offered, including 100% employer-paid medical, dental and vision insurance for the employee, EAP program, paid holidays and a generous paid time off plan.

**To apply:** All qualified applicants interested in this position are encouraged to apply by emailing a resume, cover letter and list of three professional references to [hr@abchouse.org](mailto:hr@abchouse.org). Please include "Intake Specialist application" in the subject line. Position will remain open until filled. No calls please.

ABC House is an equal opportunity employer committed to respectful, quality care to children and their non-offending family members from diverse racial, ethnic, religious, and nontraditional family forms. ABC House is a drug-free work place. Under the provisions of the Immigration and Reform Act of 1986, the candidate will be required to provide evidence of identity and eligibility for employment.