



Job Title: Intake Coordinator
Department: Clinical
Reports To: Intake Program Manager
Location: Towson, MD (In-person)

SUMMARY: The **Intake Coordinator** is a direct client service position and plays a key role in streamlining TurnAround services. The coordinator provides each caller and client with a comprehensive overview of TurnAround's programs. They conduct needs assessments that assist each client that has experienced intimate partner violence (IPV), sexual assault/abuse (SA), or human trafficking (HT) with determining which services meet their immediate and longer-term needs, prioritizing needs for emergency services and for completing all enrollment documentation. This role also interacts regularly with the crisis response program and conducts eligibility screening assessments for callers seeking emergency shelter services.

CLASSIFICATION: Exempt, Full time with benefits

SALARY RANGE: \$48,000 - \$52,000 (based on education and experience)

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Ability to use trauma informed practices while working with our victim population.
2. Schedule and conduct client service assessment appointments with eligible callers or walk ins using the following procedures:
 - Complete the Client Intake Form.
 - Review all required intake forms with the potential client and have them sign where appropriate.
 - Schedule counseling appointments and/or provide a referral to an internal program.
 - Manage and coordinate scheduling with the clinical staff.
 - Manage and maintain the counseling waitlist.
 - Provide walk-in clients with service assessments and/or external referrals.
 - Provide external referrals as needed.
3. Conduct emergency shelter screening assessments for callers seeking shelter services.
 - Assess Type of Victimization (IPV, SA, HT)
 - Complete Lethality Assessment for callers experiencing IPV
 - Assess Mental Health status and Substance Use status for shelter services.
 - Provide back-up assistance in answering the daytime helpline when needed.
 - Assist with Safety Planning, when necessary.

4. Conduct needs assessments in the following areas:
 - Type of Victimization (IPV, SA, HT)
 - Current Mental Health status (In need of ongoing or crisis counseling).
 - Lethality and Safety (In need of Shelter/Legal Advocacy)
 - Assist with Safety Planning, when necessary.
 - Other issues stemming from victimization (Case management advocacy).
 - Assess Legal Services requests and identify urgency.
5. Assist with training new interns or staff to conduct client intakes and the use of Apricot and Excel.
6. Keep up to date on trauma-informed best practices implemented by Clinical staff.
7. Attend internal and external training relevant to direct client services.
8. Assist in updating resource lists for callers and clients.

ADDITIONAL DUTIES

1. Participate in Team Meetings to ensure clients receive wrap-around services.
2. Attend monthly all staff meetings.
3. Cancel scheduled therapy appointments due to unexpected emergencies.
2. Track intake outcomes using Excel.
3. Contribute to monthly, quarterly, and annual program reports.
4. Represent agency on internal workgroups and committees as needed.

EDUCATION AND EXPERIENCE

1. Bachelor's level accredited college or university with a degree in Social Work, Psychology, Sociology or closely related field preferred with at least 1 year of direct or relatable experience. Will accept high school or GED completion with direct increased work experience.
2. Any equivalent combination of relatable direct experience of at least 1 year, and/or training that would provide the level of knowledge and ability required for the position.
3. Experience working with survivors of trauma, IPV, SA, and/or HT desired.
4. Experience in crisis management.

LANGUAGE SKILLS

1. Strong communication skills are required for working with a very diverse client population.
2. Ability to effectively present information to professionals, top management and/or boards of directors.
3. Ability to speak effectively to collaborative agencies, employees, and vendors of the Agency.
4. Strong writing skills. Ability to effectively correspond with clients via email and effectively relay information and data to various internal programs.
5. Use of language line to support and provide services to non-English speaking clients.

REASONING ABILITY

1. Ability to assess safety/lethality concerns while on the phone with clients.
2. Ability to appropriately assess when to reach out to direct supervisor for crisis support.
2. Ability to implement effective internal controls.
3. Ability to effectively multi-task and prioritize.
4. Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

TECHNICAL SKILLS

1. Sufficient computer skills to operate email, Internet, Microsoft Office, online social media platforms, virtual learning platforms, and Database Software.
2. Ability to respond to requests via email and text from clients, staff, and outside agencies.

WORK ENVIRONMENT:

This position is predominantly done in-person in a standard office environment to accommodate walk-ins. Options for some remote work occasionally following our remote work policy when warranted with approval from direct supervisor. Office hours run from 9am-5pm Monday through Friday. We are open to candidates that can offer intake after hours or on a weekend to accommodate client needs.

TRAVEL:

Some local travel may be required for staff meetings or to other offices.

CERTIFICATES, LICENSES, REGISTRATIONS

Not Applicable

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Routine office mobility.
2. Occasional lifting of boxes.
3. Ability to comfortably speak to multiple callers daily.
4. Sustained posture in a seated position for prolonged periods of time.
5. Must have a valid driver's license and provide a personal vehicle. Will consider candidates that have a valid State ID and do not possess a personal vehicle but have the means to access public transportation, or ride share options and report to work on time.

DATE: 7/29/2026

Employee Signature: _____

Date: _____