



City of Irving Job Description

Counseling Services Intake Coordinator

FLSA Status:	Non-Exempt	Job Department:	Police
Job Code:	9072	Reports To (Job Title):	Counselor III or Counseling Services Manager

PURPOSE

To provide the counseling services support by facilitating the intake process for clients and, in so doing, increase the number of clients able to be seen and decrease the waitlist time. This position will serve as a liaison between the agency's departments facilitating the referral process intra-departmental, as well as facilitate outside referrals for other agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Recover new clients' applications from all drop boxes (on-line; lobby; mailbox).
- Create or update files on Titanium for each new application.
- Update the FAC demographic page for the head of household.
- Upload and attach the application.
- Staff any new applications that are concerning with a supervisor/s.
- Respond to emails and voice mails.
- Contact the new applicant to screen for counseling services.
- Schedule screenings and notify the screening counselor summary and/or significant information about the client (e.g., risk assessment).
- Complete the FAC phone screening form and send it to Counselor III and/or Counseling Services Manager for review and approval.
- Assign the client to the new screening counselor.
- Manage the wait list periodically.
- Serve as liaison between counseling department and other agencies, staff, interns, etc. as needed regarding counseling services, processes, or Titanium.

OTHER DUTIES AND RESPONSIBILITIES

- Provide clerical support as needed.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

N/A

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to an Associate's degree from an accredited college or university with major course work in a closely related field.
- Bachelor's degree preferred, particularly in a social services field.

EXPERIENCE

- A minimum of three (3) years of experience working in a direct services environment with the community in some capacity.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or the ability to obtain, is required.

KNOWLEDGE OF

- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Administrative methods, practices, procedures, policies and processes to formulate and execute assigned tasks to support the mission, goals, work processes and programs of the City and the department.

SKILLS AND ABILITIES IN

- Time Management: Managing time wisely to complete assignments on time.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Proactivity: Taking initiative in problem solving and decision making.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implementing solutions.
- Information Gathering: Knowing how to find, read, interpret, and identify essential information, which includes researching multiple sources for data evaluation and analysis.
- Relationship Maintenance & Networking: Developing relationships with contractors, clients, and personnel from other city departments.
- Oral and Written Expression: Communicating effectively, both orally and in writing, with a wide variety of people, often with diverse views and opinions, including citizens, agencies, management, and the Family Advocacy Center (FAC) Board.

- Program Improvement and Acumen: Accurately interpreting Federal regulations, policies, and procedures to suggest efficiencies; Comprehending, interpreting, and communicating housing program policies.
- Self-Management: Performing with high proficiency, independently and without supervision.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

This position interacts with investigators, social service providers, community professionals, and residents.

EQUIPMENT AND PROPERTY

Computer and basic office equipment.

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.*

The employee is constantly required to listen and see. Frequently, s/he is required to grasp, sit, stand, talk, and walk. Occasionally, s/he is required to drive a vehicle and lift up to 25 pounds. Rarely, s/he is required to carry and kneel.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is low.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.