



**The Family Center (TFC)** envisions a future where all New Yorkers thrive in secure healthy communities. Our mission is to provide holistic care and support to individuals and families affected by life-altering events to create a path to healing, stability and a fulfilling future. Please visit our website at [www.thefamilycenter.org](http://www.thefamilycenter.org) for more information.

The Family Center's is looking for a **full-time Intake Specialist**, who will play a critical role at the Family Center, conducting phone and in-person intakes for adults and children that are seeking treatment or support for a range of emotional and behavioral health conditions.

### **Primary Responsibilities**

- Manage intake phone lines, which includes, but is not limited to, providing information to potential clients, conducting phone screenings, providing information and eligibility requirements to other providers, and referring other providers to TFC services
- Enter intake data into electronic health record, ensuring accuracy and completeness of records at the time of enrollment
- Track all phone and in-person encounters using electronic health record and other tools
- Screen for potential crises and initiate crisis intervention protocols as needed, such as to address suicidality or child abuse or neglect
- Ensure that all callers receive timely and accurate information, including efficient connection to TFC services and/or referrals to more appropriate providers
- Meet with treatment team to discuss new cases, present issues and other considerations that will impact initial case assignment and approach
- Work as part of a multidisciplinary team
- Collaborate with team to triage new cases, present issues, and other factors impacting initial case assignment
- Integrate trauma-informed care at multiple stages, and ensure a warm hand off between intake and assigned staff member
- Develop intake protocols, screens, script, data collection, and workflow
- Participate in outreach events and activities as assigned
- Other duties as assigned

### **Required Qualifications**

- Bachelor's degree
- Detail orientation and excellent organizational and documentation skills
- Ability to provide professional, confidential services and function in a fast-paced, trauma-informed environment
- Excellent interpersonal and engagement skills

- Ability to understand and communicate eligibility criteria and priorities, which may change over time, and to manage complex assessment protocols to meet various mandates
- Proficient computer skills, including use of Google suite and Electronic Health Records
- Understanding of DSM-V mental health diagnoses and treatment approaches for adults and children

**Desired Qualifications**

- Master of Social Work degree or related degree
- Fluency or proficiency in Spanish

**Location:** This position is eligible for hybrid work. Our office is located at 493 Nostrand Avenue, Brooklyn, NY, which is conveniently located steps away from several public transportation options.

**Starting Pay Range:** \$45,000.00-\$50,000.00 per year

**Schedule:** Full-time, 35 hours per week. Must be available to work evenings, as well as occasional weekends

**Employee Benefits:** The Family Center offers a highly competitive benefits package, which includes medical, dental and vision insurance, Long-Term Disability insurance, a 403(b) retirement plan, a pension plan, a Flexible Spending Account (FSA), Life Insurance, commuter benefits, a tuition reimbursement program, paid federal holidays, summer Fridays and other early leave days throughout the year, a generous vacation policy, and extensive professional training and development opportunities.

The Family Center is a registered 501(c)(3) nonprofit, and is an eligible employer for the Public Service Loan Forgiveness Program.

**How to Apply**

Please email your resume and cover letter to [jobs@thefamilycenter.org](mailto:jobs@thefamilycenter.org) and put "Full-Time Intake Specialist" in the subject line. In your cover letter, please include your salary requirements.

**Equal Opportunity**

The Family Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.