



FAMILY JUSTICE CENTER OF CENTRAL LOUISIANA

JOB DESCRIPTION – INTAKE COORDINATOR

Position Title: Intake Coordinator

Reports To: Assistant Director and/or Executive Director

Employment Status: Full-Time

FLSA Status: Non-Exempt

POSITION SUMMARY

The Intake Coordinator serves as the primary point of contact for victims and individuals seeking services from the Family Justice Center of Central Louisiana (FJC). The Intake Coordinator provides a welcoming, compassionate, confidential, and trauma-informed response; completes initial intake and assessment procedures; identifies immediate needs; provides information and resources; and connects clients with the appropriate FJC department, staff member, or community agency.

The Intake Coordinator also supports the daily operations of the agency by assisting with telephone and entrance/camera coverage, maintaining appropriate intake documentation, and participating in community education, outreach, and special events.

ESSENTIAL FUNCTIONS

Intake, Assessment & Referral

- Serve as the initial point of contact for victims and individuals seeking FJC services in person or by telephone.
- Welcome and assist clients in a professional, compassionate, confidential, and trauma-informed manner.
- Explain FJC programs, services, and available resources.
- Complete initial intake documentation and assessments to identify client needs and appropriate services.
- Gather required demographic, contact, and case-related information.



- Complete or facilitate conflict checks when applicable.
- Identify immediate safety concerns, crisis situations, or urgent needs and promptly involve the appropriate professional staff member.
- Provide information and resources based on the client's identified needs.
- Refer and connect clients to the appropriate FJC department or staff member for counseling, advocacy, legal services, financial assistance, or other available services.
- Make appropriate referrals to community agencies and outside service providers when necessary.
- Clearly communicate next steps to clients following the intake process.

Documentation & Coordination

- Accurately document client contacts, intakes, assessments, referrals, and other required information.
- Maintain required intake logs, records, databases, and tracking systems.
- Communicate relevant intake information to appropriate staff while maintaining confidentiality.
- Assist with tracking referrals and follow-up needs as assigned.
- Protect the confidentiality and security of all client and agency information.

Front Office Support

- Assist with answering, screening, and routing incoming telephone calls.
- Assist with monitoring the agency entrance, camera, and doorbell and responding to individuals requesting entry.
- Respond to general inquiries and direct callers and visitors to appropriate staff or resources.



- Help maintain a safe, welcoming, organized, and professional environment for clients and visitors.
- Provide general administrative assistance related to intake and agency operations as needed.

Community Education & Special Events

- Assist with community education, outreach, and awareness activities.
- Participate in resource fairs, community events, presentations, and other outreach activities as assigned.
- Assist with agency special events and fundraising activities, including preparation, setup, implementation, and breakdown.
- Provide information about FJC programs and services to community members and partner agencies.
- Represent FJC professionally in interactions with clients, community partners, stakeholders, and the public.

QUALIFICATIONS

Education and Experience

- High school diploma or equivalent required.
- Associate's or bachelor's degree in social services, human services, criminal justice, psychology, sociology, or a related field preferred.
- Experience in victim services, social services, nonprofit organizations, healthcare, legal services, crisis services, customer service, or a related setting preferred.
- An equivalent combination of education and relevant experience may be considered.

Knowledge, Skills & Abilities



- Excellent interpersonal, verbal, and written communication skills.
- Ability to interact compassionately and professionally with individuals who may be experiencing trauma or crisis.
- Ability to maintain strict confidentiality.
- Strong organizational and time-management skills.
- Ability to recognize urgent needs and appropriately involve professional staff.
- Ability to manage multiple responsibilities and interruptions in a busy office environment.
- Ability to work independently and collaboratively as part of a multidisciplinary team.
- Basic computer proficiency and ability to learn agency databases and electronic record systems.
- Knowledge of community resources and victim services preferred.
- Demonstrated professionalism, dependability, good judgment, and appropriate professional boundaries.

ADDITIONAL REQUIREMENTS

- Successfully complete required background checks and agency-required training.
- Comply with FJC personnel policies, confidentiality requirements, ethical standards, and safety procedures.
- Maintain professional boundaries and appropriate interactions with clients.
- Attend trainings, community events, or agency activities outside regular business hours when required.



- Perform other duties as assigned that are consistent with the needs, mission, and operations of FJC.

PHYSICAL REQUIREMENTS

The employee must be able to perform general office duties, including sitting and standing for periods of time, operating standard office equipment, communicating in person and by telephone, and occasionally lifting or moving materials associated with office operations, outreach activities, or special events. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

ACKNOWLEDGMENT

This job description is intended to describe the general nature and level of work performed by the employee assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, or qualifications. Duties and responsibilities may be modified as necessary to meet the operational needs of the Family Justice Center of Central Louisiana.

I acknowledge that I have received and reviewed this job description and understand the essential duties and responsibilities of the Intake Coordinator position.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____