



Title: Associate Clinical Intake Coordinator (West LA)
Status: Full Time (40 hours/week)
Reports to: Clinical Director of Adult Programs

Job Description and Specific Duties:

Key member of the agency's clinical team, with diverse job responsibilities that include involvement with screening of calls, addressing inquiries, providing referrals, addressing walk-in and phone emergencies, community outreach and program development.

Qualifications: Master's degree in social work or psychology related field required, with experience in mental health assessment preferred. Bilingual in Spanish preferred

Program Responsibilities

- Manage database entries for program inquiries (phone, web submissions, emails, walk-ins)
- Conduct pre-intake assessment over the phone or in person (for walk-in inquiries)
- Conduct in-person pre-group appointments (PGAs) in person or via Zoom videoconferencing
- Make referrals to individual therapy and other types of support as appropriate
- Collect and process data to inform practice, including but not limited to community needs assessment based on types of groups requested by callers, other services/referrals requested by callers, etc.
- Maintain, augment and update resources for the program annually
- Facilitate adult grief support groups

Administrative and Supervisory Responsibilities

- Partner with Clinical Director and Senior Clinical Coordinator to identify and problem solve program needs and program development
- Compile data for Board Report
- Train clinical staff on 218 process and manage 218 coverage
- Aid in developing, updating and regularly maintaining Playbook for job responsibilities
- Attend bi-weekly clinical and team meetings, monthly all-staff meetings and annual retreats
- Participate in individual supervision with Clinical Director of Adult Programs
- Attend agency Run for Hope, Volunteer Luncheon, House of Hope Gala events and additional events as expected. This may include evening and weekend hours.

Outreach/Networking in the community

- Initiate and respond to outreach calls to therapists, agencies and schools
- Promote volunteer opportunities
- Respond to requests for OSGRs and speaking engagements and coordinate staff scheduling for these requests.

The above descriptions are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of this position, but they are intended to describe the general nature and level of work being performed by this position.