



NCCADV

North Carolina Coalition
Against Domestic Violence

Bilingual Intake Specialist Job Description

Hours:	24-27 hours per week
Hiring Range:	\$25 per hour
FLSA Status:	Non-Exempt, Temporary/Contractual (Ends on September 30, 2020)
Location:	Remote and occasionally travel to Durham, NC
Reports to:	Latinx and Immigration Services Coordinator

The mission of the North Carolina Coalition Against Domestic Violence (NCCADV) is to lead the state's movement to end domestic violence and to enhance work with survivors through collaborations, innovative trainings, prevention, technical assistance, state policy development, and legal advocacy. We believe that patriarchy, gender inequality, and all oppressions play a central role at the individual, institutional, and cultural levels in creating and maintaining an environment which accepts domestic violence. We believe it is vital to understand and advocate for the elimination of all forms of oppression, including, but not limited to: sexism, racism, and homophobia. We believe it is critical to serve all domestic violence survivors, regardless of race, age, class and ethnic group, sexual orientation, gender identity, mental and physical abilities, religious and spiritual beliefs, and immigration status. We know oppression comes in all forms and leads to additional issues for survivors; we strive to serve all survivors of domestic violence and their respective needs.

Position Summary: Under the supervision of the Latinx and Immigration Services Coordinator, the Bilingual Intake Specialist will assess eligibility for and provide supportive follow-up services to survivors and advocates applying for direct financial relief, including completing intakes, communicating eligibility and ineligibility to advocates or survivors, and gathering verification for billing information. The Bilingual Intake Specialist will maintain proper follow-up with applicants, maintain proper documentation of contacts, and communicate with Latinx and Immigration Services Coordinator about any Spanish-speaking applicants who require additional support or assistance.

The position will require the ability to work remotely with internet access and minimal expectation to travel to NCCADV Office in Durham occasionally. This position is not eligible for benefits.

Primary Job Responsibilities:

- Provide low-barrier access to financial assistance to applicants using the Empowerment Model.

- Evaluate applicants materials for intake completion, preliminary eligibility assessment and preferred communication method of applicant through a database platform.
- Adhere to applicants' safety preferences in order to communicate relevant details about the status of their application and itemized notice of services paid through financial assistance.
- Conduct follow-up for incomplete intakes and ineligible applications, including communicating ineligibility, gathering missing information for intake, and gather billing information.
- Conduct follow-up with applicants or referring advocates to verify or acquire billing information for pre-approved intakes. Submit all billing information to appropriate staff with attention to survivor confidentiality in order to complete intake.
- Prepare applicant packets for assessment of allocation, including forms, preferred payment method, contact information, referral agency information, de-identified intake information, and funding allocation recommendations.
- Maintain confidentiality throughout the survivor intake and follow-up process by de-identifying information according to intake process protocols and limiting case-specific information to staff on a need-to-know basis.
- Provide referrals to services relevant to the applicants' needs and are outside of NCCADV's scope of services.
- Perform data management duties such as maintaining accurate applicant's financial assistance information in a centralized electronic platform and distribute post-allocation survey links for willing applicants to complete.
- Co-work with Supervisor and other NCCADV team members in order to review applications in an efficient manner.
- Participate in as-needed check-ins and weekly case conferencing to determine applicants' eligibility and funding sources and collective problem-solving to best serve the applicant needs and improve efficiencies in our process.

Qualifications:

Education and Experience

- Bachelor's or Associate's Degree or equivalent experience
- Prior work experience at a domestic violence service provider.
- Knowledge of or familiar with inputting and retrieving data stored in a database platform.
- Possess experience completing assessments, screening or intake information of clients through a domestic violence hotline, related field; or combination of education and experience.
- Knowledge of or experience working with parents and families a plus.
- Willingness and have the ability to do minimal travel.



Skills and Abilities

- Understand and support the mission of the North Carolina Coalition Against Domestic Violence, including knowledge of domestic violence and related issues as well as their impact on individuals and families.
- Fluency and/or native speaker in written and verbal Spanish and English. Bicultural preferred.
- Knowledge of the cultural, social and economic background and sensitivity to the unique barriers faced by the population being served.
- Belief in financial security as a basic right for individuals and commitment to increasing access to survivor-driven assistance with as few barriers as possible.
- Knowledge of electronic communication and video conferencing platforms such as WhatsApp, Zoom, etc.
- Excellent verbal and written communication skills.
- Computer proficiency in Windows (including Word, Excel and Power Point) and online communication.

NCCADV is an equal opportunity employer. We are committed to employment policies and procedures assuring all qualified persons are accorded equal opportunity for employment, promotion, and training. We strongly encourage survivors of intimate partner violence to apply. We welcome and encourage applicants from diverse groups to apply, including but not limited to African-American, Latinx, Native American, Asian/Pacific Islander, and LGBTQ persons. We also welcome people from different national origins, religions, ages, & ability status.

To apply: Please send all resumes and cover letters to humanresources@nccadv.org. All resumes and cover letters will be reviewed on a rolling basis and the position will be open until the position is filled. All are encouraged to apply as soon as possible.