

Located in downtown Waukesha in the Big Yellow House, The C.A.R.E. Center (Child Advocacy Resources and Empowerment) provides services to children and adolescents who are suspected victims of physical abuse, sexual abuse, and/or neglect. The C.A.R.E. Center is a nationally accredited Child Advocacy Center, and the only program in Waukesha County which provides these services.

Our agency is currently seeking a full time Intake Specialist who will serve as the first point of contact for child abuse investigators and clients, assist with registration, record patient information, and provide administrative support for other professionals.

Education Required:

- High School Graduate

Experience:

- Typically requires 1 year of experience in a Crisis management environment

Knowledge, Skills & Abilities Required:

- Experience in data entry.
- Interpersonal and communication skills to interact effectively with interdisciplinary team members and consumers.
- Ability to work flexible hours to meet client needs.
- Knowledge in the dynamics of child abuse/neglect and its effects on victims and other family members.
- Ability to comfortably work in situations that may be potentially confrontational.
- Ability to communicate effectively both verbally and in writing.

Responsibilities:

- Greets clients and families and directs them to appropriate waiting area. Verifies appointment and notifies staff of client arrival.
- Responsible for the coordination and scheduling of forensic interviews and medical evaluations.
- Maintains all staff calendars for client visits, through use of the computerized scheduling system.
- Collect intake information, assessing the appropriateness of referrals.
- Assist in the gathering of demographic and statistical information as needed.
- Responsible for maintaining client files.
- Serves as child advocate.
- Provides clerical and secretarial support for The C.A.R.E. Center.
- Responsible for children in waiting room
- Responsible for other specific duties within The C.A.R.E. Center as assigned.
- Displays behaviors that enhance the image of Family Service and Children's Wisconsin.