HELPING CAPTIVES
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Organizational Background:
Helping Captives forges pathways from captivity to freedom for survivors of sex trafficking. We work with our partners to help prevent trafficking before it starts through education and training, to intervene when trafficking occurs, and to help individuals heal from the impact of trafficking through our recovery services. Helping Captives empowers people to fight trafficking and help survivors in our community, region, and nationwide, by collaborating with like-minded organizations to connect survivors with ongoing services after stabilization.

SUMMARY OF POSITION

Job Title: Intake Coordinator
Organization: Helping Captives
Location: Spokane, WA
Job Type: Full-time (40 hours per week)
Compensation: $21 per hour
Status: Non-exempt
Reports to: Program Director

This is a Full-time, 40-hour position, 9am – 5pm, Monday-Friday (some days will vary based off intake times) position. The Intake Coordinator serves as the first point of contact for survivors seeking services, providing support for staff and volunteers and creating a welcoming environment for people who call for information and services. This includes but is not limited to reviewing survivor referrals, conducting phone interviews, coordinating survivor transportation, scheduling intakes, coordinating and managing schedules, answering phones, and administrative and ministerial duties. This position involves mid-level complex tasks in direct care and staff support and is an hourly position. This role reports directly to the Program Director.

Key Responsibilities

- Reports directly to the Program Director.
- Review survivor referrals and assess appropriateness for program services.
- Conduct phone interviews with interested clients/survivors.
- Coordinate survivor transportation with partnering agencies
- Schedule intakes and assist with overall intake coordination.
- Assist with coordinating and managing ministry schedules
- Assist with answering phones.
- Have a thorough understanding of the services provided and provide program information to interested clients.
- Assist with stabilization house data tracking and administration.
- Coordinate volunteer approval, schedule and maintain communication.

- Serves on a staff team, working to create a safe and healthy environment to encourage positive changes in the beliefs, attitudes, and values of Safe Home residents.
- Assist with clients in ministry as necessary.
- Have a comfort level being around and interacting with survivors of complex trauma and Satanic Ritual Abuse.
- Ensure that all documents submitted and entered into Electronic Medical Record (EMR) by you are accurate and in a timely manner.
- Models and upholds Helping Captives core values, policies, and code of conduct.
- Participates in regular staff meetings, staff training programs, supervisory sessions, and accepts the responsibility for aiding the development of positive team relationships.
- Other duties as assigned by the Program Director.
- Assist staff with resident needs as needed.
- Enforcement of Safe Home rules and regulations with residents and volunteers (as needed).
    - Maintain a stable, safe environment and facilitate conflict-resolution and utilize de-escalation techniques.
    - Implement trauma-informed corrective conversations and redirection where needed, while keeping household physical and emotional safety in mind.
    - Respond appropriately, with respect and compassion, when enforcing house rules.
- Occasionally assist with additional transportation as needed.
    - Assist with transportation to and from medical appointments / emergency care.

Minimum Qualifications:

- Associate Degree preferred
- High School diploma required with 2 years minimum experience preferred
- Experience in Mental Health or Residential Care services a plus but not required
- Understanding of complex trauma and trauma informed care

Skills:

- Comfort working with persons in crisis and coming out of addiction while staying calm and focused.
- Computer proficiency in Word, Excel, Google Docs, Google Calendar, Email, etc.
- Comfort praying for others and an ability to model a committed Christian lifestyle.
- Ability to establish rapport and communicate well with a variety of personalities.
- Ability to maintain records, prepare reports, and compose clear and professional correspondence.
- Ability to work independently with a strong sense of identity, nonjudgmental, open personal qualities, clear sense of boundaries.
- A strong sense of and respect for confidentiality involving both clients and fellow employees.

- Ability to legally operate a motor vehicle, with valid insurance and acceptable driving record and provide own transportation.
- Maintain CPR certification and up to date on all required trainings.

REQUIREMENTS

Preferred Characteristics:

- Demonstrate maturity, integrity, and sound judgment.
- Consistent with good time management and multitasking ability.
- Compassionate with healthy boundaries.
- Healthy understanding of self-care.
- Calm and shows strength under pressure and in crisis.
- Trustworthy.
- Patient in stressful situations.
- Lovingly intentional in relationships without manipulation.
- Acceptable Background Check
- A quick learner that is comfortable in a fast-paced environment where things change rapidly with the ability to intuitively adapt quickly while communicating clearly and staying calm.

Mission Alignment:

Helping Captives is a faith-based, Christ-centered ministry. Because this role represents Helping Captives to donors and the broader community, the Donor Management Coordinator must:

- Have a personal relationship with Jesus Christ and be in agreement with Helping Captives' Statement of Faith.
- Demonstrate genuine passion for and alignment with Helping Captives' mission to fight sex trafficking and restore survivors.
- Be willing to pray with donors, staff, and survivors as appropriate.
- Uphold Helping Captives' Code of Conduct and Employee Handbook policies at all times.

Faith-based Nonprofit:

Helping Captives is a 501(c)(3) charitable, nonprofit Christian organization and Christ-centered ministry dedicated to preventing human trafficking and supporting survivors through the love, hope, and transforming power of the Gospel of Jesus Christ.

As a religious organization, Helping Captives may, as permitted by applicable law, consider an applicant’s religious beliefs and commitment to its Christian mission when making employment decisions. Each position within Helping Captives is considered an essential part of fulfilling the organization’s religious mission and purpose.

Helping Captives is a faith-based, Christ-centered ministry. Because this position represents Helping Captives to donors, survivors, staff, volunteers, and the broader community, this person is expected to have a personal relationship with Jesus Christ and be in agreement with Helping Captives' Statement of Faith. This person must demonstrate genuine passion for and alignment with Helping Captives' mission to fight sex trafficking and restore survivors through the love and power of the Gospel.

This person must be willing to pray with donors, staff, survivors, and others as appropriate to the role and ministry setting. This person is also expected to uphold Helping Captives' mission, values, Statement of Faith, Code of Conduct, Employee Handbook, and organizational policies and to conduct themselves in a manner consistent with the Christian character and purpose of the ministry.

Helping Captives is committed to providing equal employment opportunities to qualified individuals and does not unlawfully discriminate on the basis of race, color, national origin, sex, age, disability, or any other characteristic protected by applicable law. Nothing in this statement is intended to limit any rights or exemptions available to Helping Captives as a qualifying religious organization under applicable federal or state law.

Summary of Benefits

- Hourly wage for this position is $21
- 10 days of Personal Time Off (PTO) per year
- Employee discount at Helping Captives Thrift Store