

Therapy Intake Co-ordinator

Hours: Monday, Thursday and Friday: 9.30am–5.30pm. Tuesday and Wednesday: 12 noon–8pm.

Reporting to: Therapy Services Team Lead

Contract type: Two-year fixed-term contract

Purpose

The Therapy Intake Co-ordinator is the connection between clients and therapists at the Dublin Rape Crisis Centre. As the first point of contact for individuals seeking therapy, this role is essential in creating a welcoming and seamless experience for clients.

The role

The Therapy Intake Co-ordinator guides clients through the intake process, answering initial questions, co-ordinating schedules, ensuring paperwork is complete and scheduling follow-up appointments.

The Therapy Intake Co-ordinator oversees the progression of individuals from the waiting list to ongoing therapy, in line with DRCC's commitment to delivering an effective, efficient and client-centred therapy service.

The successful candidate will be responsible for processing the intake of all potential clients of DRCC, in consultation and collaboration with the Therapy Services Team Lead.

Duties and responsibilities

- Provide initial assessment, support and guidance for people who contact DRCC for therapy.
- Conduct comprehensive initial assessments.
- Respond to all referrals in a timely manner, in accordance with agreed organisational standards.
- Record all assessments and enquiry contacts on DRCC's client management system.
- Forward referrals to other service managers and/or signpost individuals to the most appropriate community resource.
- Establish effective communication and liaison with other services, organisations, and statutory and voluntary agencies to ensure people are signposted to the right service in a timely manner.
- Assess clients' needs and match them with an appropriate therapist.
- Schedule all new client sessions.
- Manage therapist scheduling capacity and the waiting list.
- Monitor the waiting list regularly.

- Complete assessment tools, forms and other relevant documentation.
- Ensure risk management strategies are implemented.
- Provide support and crisis intervention when necessary.
- Assist in conducting intake screening interviews for individuals interested in group therapy.
- Co-ordinate the intake process for group therapy applicants.
- Check in with assessed individuals on the waiting list.
- Liaise with the Therapy Services Team Lead on the appropriate allocation of potential clients to therapists.
- Liaise with and assist therapists with the assessment and appointment process.
- Liaise with the Accompaniment Department regarding referrals.
- Enter and accurately update data in the client management system (CRM), and provide reports as required by the Therapy Services Team Lead and Services Manager.
- Participate in weekly CRM consultations with IT staff and other internal departments.
- Monitor trends and metrics.
- Work with interpreters to support individuals who require language assistance, as needed.
- Ensure file management complies with GDPR and relevant data protection and confidentiality policies and regulations.
- Maintain knowledge of other services and referral options, as well as DRCC's policies and procedures.
- Ensure strict compliance with all DRCC policies and procedures relating to the intake process and the framework for therapy.
- Attend in-service training and other educational training as required.
- Treat all individuals with compassion and respect, and support their empowerment, in line with DRCC's values.

Essential criteria

The successful candidate must have:

- A minimum qualification of a degree in counselling or psychotherapy.
- Full accreditation with one of the following bodies: IAHIP, IACP or ICP.
- Substantial therapeutic experience in the area of trauma, sexual violence and abuse.
- Experience of working therapeutically with diverse presentations.
- An understanding of risk assessment and management, and the ability to respond to presenting risk factors.

- Experience of working in partnership with other agencies.
- Substantial knowledge and experience of working with mental health disorders.
- Experience of carrying out clinical assessments.
- Excellent communication and interpersonal skills.
- Strong IT skills and a good working knowledge of IT systems.
- The ability to plan and multitask.
- The ability to demonstrate an understanding of relevant legislation.
- Strong monitoring skills and attention to detail.
- The ability to work both independently and as part of a team.
- The ability to manage challenging situations.
- An empathetic and non-judgemental approach.
- A commitment to DRCC's values.

Desirable criteria

- A minimum of two years' experience in counselling or psychotherapeutic practice.

Note

This job description summarises the duties of the Therapy Intake Co-ordinator and reflects the role at the time of preparation. Duties may change over time without altering the general nature of the role or its level of responsibility. This job description may therefore be revised from time to time.

Salary and benefits

- Salary: €62,000 per annum (full-time)
- Annual leave: 25 days per annum
- Plus two privilege days (Easter and Christmas)
- Paid external individual supervision provided
- Immediate access to the DRCC pension scheme
- Immediate access to the DRCC Employee Assistance Programme
- Immediate access to the Cycle to Work and TaxSaver schemes

Equality and accessibility

DRCC is an equal opportunities employer. We welcome applications from people of diverse backgrounds and abilities and are committed to providing reasonable accommodations for applicants and employees with a disability.

If you would like to discuss a reasonable accommodation request, please contact Naomi Patton, HR Manager, on 01 6614911 or at recruitment@rcc.ie.

Pre-employment requirements

All prospective employees are required to declare prior convictions and whether they have been the subject of any investigation or enquiry into abuse or other inappropriate behaviour. Gardaí Vetting is a requirement.