

Job Description

Therapy Intake Coordinator

Hours: 8.30 to 4.30 or 9.30am- 5.30pm/One Late Start: 12.00am 8pm

Days: Any combination of 3 days to included Saturday (Part time)

Reporting to: Therapy Lead, Therapy Services

Purpose

Intake Coordinators are 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

Intake Co-Ordinators guide clients through the intake process, answering initial questions, co-ordinating schedules, ensuring paperwork is complete and scheduling follow-up appointments

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

Duties & Responsibilities

- Provide initial assessment, support and guidance for people who contact DRCC for Therapy
- Conduct full/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 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 client needs and matches them with the appropriate therapist
- Schedules all new client sessions
- Manage therapist scheduling capacity and waitlist
- Regular monitoring of the waiting list
- Completing assessment tools, forms and other relevant documentation
- Ensuring implementation of risk management strategies
- Providing support and crisis intervention when necessary
- Assist in conducting the intake screening interviews of persons interested in group therapy

- Co-ordinating the intake process of applicants for group therapy
- Checking in with assessed individuals on waiting list
- Liaising with Therapy Service Team Lead on appropriate allocation of potential clients to therapists
- Liaising and assisting therapists with the assessment and appointment process
- Liaising with Accompaniment department regarding referrals
- Ensuring input and accurate updating of data in CRM and provision of reports as required by the Therapy Services Team Lead and Services Manager
- Partake in weekly CRM consultations with IT staff and other internal departments
- Monitoring trends and metrics
- Work with interpreters in relation to non-English speaking individuals as and when required
- Ensure file management is in line with GDPR, data protection and confidentiality policies and regulations
- Maintaining knowledge of other services and referral options as with DRCC policies & procedures
- Ensure strict compliance is maintained with regard to all policies and procedures of DRCC in relation to the intake process and the framework for therapy
- Ensuring all individuals are met with compassion, empowerment and respect in line with DRCC's values

Essential

- Successful candidates **must hold a minimum degree** qualification in counselling or psychotherapy and ideally have a minimum 2 years' experience in a counselling or psychotherapeutic practice
- Be fully accredited with one of the following accreditation bodies: IAHIP, IACP, ICP
- Substantial therapeutic experience in the area of trauma, sexual violence and abuse
- Have experience working therapeutically with diverse presentations
- Understanding risk assessment and management and able to respond to presenting risk factors.
- 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
- High competency and a good working knowledge of IT systems
- Ability to plan and multitask
- Able to articulate understanding of relevant legislation
- Have strong monitoring abilities and capacity for attention to detail
- Ability to work as part of a team and independently.
- Ability to manage challenging situations
- Excellent communication and interpersonal skills
- Be empathetic and non-judgemental
- Excellent IT skills
- Attends in-services and educational training as necessary and as assigned
- Adheres to the Values of DRCC

Note

While this is a synopsis of the duties carried out by the TIC the details contained in this job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, over time, the nature of individual jobs may change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

Total Compensation & Benefits

- Salary: €62,000 Full Time PA (Pro Rata Part Time)
- Annual Leave: 25 Days PA (Pro Rata Part Time)
- Plus 2 Privilege Days (Easter & Christmas)
- Paid external individual supervision provided
- Pension: 7% contribution to the DRCC Pension Scheme after 1 year's continuous service, employee contribution obligatory
- Immediate access to the DRCC Employee Assistance Programme
- Immediate Access to Bike to work & Tax Saver Schemes

DRCC is an equal opportunities employer; we welcome applications from people of diverse backgrounds and abilities. We are committed to providing reasonable accommodations for applicants and employees with a disability. Should you have a reasonable accommodation request and you wish to discuss please contact Naomi Patton, HR Manager @ 01 6614911 or recruitment@rcc.ie

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.