

**Position: Intake Coordinator / Office Assistant**

*Up to 30 hours per week*

The Women's Advocacy Center is seeking a dedicated volunteer to serve as Intake Coordinator / Office Assistant. This role is vital to the success of our Client Services team and supports our mission to empower women and children impacted by domestic abuse, sexual assault, and stalking through trauma-informed, faith-based care.

This position offers an opportunity to contribute meaningfully to the safety of our communities while working alongside a compassionate and professional team. The position will collaborate with staff, board members, and volunteers to ensure that every client receives dignified, timely, and respectful support.

**Key Responsibilities**

- Answer incoming calls and direct inquiries to appropriate staff
- Conduct initial screenings of potential clients
- Schedule appointments for Client Services staff
- Make referrals to approved service providers
- Enter client and referral data into our case management system
- Participate in staff meetings and respond to routine requests from staff and volunteers to assist with the delivery of programs and services
- Assist with general administrative tasks as assigned

**Qualifications**

- Strong written and verbal communication skills; Spanish language fluency preferred
- Ability to remain calm and composed in high-pressure or sensitive situations
- Compassionate and empathetic interpersonal style
- Comfort working with a diverse team across teams
- Proficiency in Microsoft Office, Zoom, and case management systems

**Preferred Background**

- Bachelor's degree, relevant certification, or experience in nonprofit management, psychology, social work, or a related field
- Prior experience working in a victim services organization or similar setting

This role is ideal for someone who is passionate about advocacy, detail-oriented, and eager to support survivors with professionalism and care. We welcome individuals who share our commitment to trauma-informed care who is comfortable in a faith-based setting.