



## **JOB DESCRIPTION**

### **Client Access Specialist**

Rebuilding Hope! Sexual Assault Center for Pierce County is seeking to hire a passionate and capable individual to serve as a part-time Client Access Specialist who will specialize in assisting survivors and their families access mental health and other services within our agency and when need be the community at large.

Rebuilding Hope's mission is to offer support toward healing through advocacy and therapy for those affected by sexual assault and abuse. Through education and collaboration Rebuilding Hope improves the community's response to sexual assault and abuse victims and challenges the behaviors and beliefs that promote sexual violence.

We are seeking candidates for this position who are passionate about enacting positive social change towards reducing instances of sexual violence in our community and who have the capacity to serve survivors seeking support following sexual assault or abuse.

Rebuilding Hope! is committed to developing a team of staff who reflect the diverse demography of our community and who represent the populations who are disproportionately impacted by violence. We strongly encourage members of our Black, LGBTQ+, culturally diverse and differently-abled communities to apply.

#### **Nature of Work:**

This is a part-time (15 hours/week) position involving extensive contact with victims of sexual abuse and their families. The ideal candidate will be to work a part-time shift over the course of 3-5 days/week. The Client Access Specialist will assist all clients requesting therapy services but work most extensively with clients who are needing more assistance in equitably accessing our therapy services often due to economic, language, cultural, technological or transportation barriers. This position will assist Rebuilding Hope in better meeting the needs of underserved clients and providing better access to services. The employee in this position has the ability to exercise independent initiative and judgment, subject to the policies and procedures of the agency and the direction of the Clinical Director. This work involves remote (phone, video, email, etc.) and in-person direct assistance to victims requesting therapy services with our agency. This is a non-exempt position.

**Responsible to:** Clinical Director

**Responsibilities:**

- Contact survivors who have requested therapy services with our agency and assess current behavioral health needs, insurance options/sliding fee scale eligibility and assist survivors with completing intake forms as needed.
- Maintain therapy program requests for services/waiting list.
- Assist clients with community referrals when needed.
- Assist in therapy program outreach and collaborative relationships with the community.
- As time allows, assist with clinical staff insurance credentialing.
- Complete 30+ hours of sexual assault training (provided by Rebuilding Hope! Or other approved Core training)
- Must maintain at least 12 hours of ongoing training annually that is approved by the Director.
- Commit to an individual training and development plan with your supervisor that centers cultural sensitivity, community diversity, equity, access and inclusion concepts and practices relevant to your position and your representation of Rebuilding Hope to the community and clients we serve.

**Distinguishing Characteristics:**

The Client Access Specialist must demonstrate competency in the following areas: a working knowledge of the issues involved in sexual violence and behavioral health; strong communications and listening skills; ability to work with diverse groups; ability to work collaboratively with other agencies, and commitment to the SACPC mission and philosophy. Work in a flexible capacity to meet the needs of clients.

**Qualifications:**

The Client Access Specialist must have a working knowledge and awareness of the basic issues involved in sexual violence, child sexual abuse and trauma. This employee must demonstrate an effective ability to engage with clients, Rebuilding Hope staff and community professionals. Excellent oral and written skills are required. Prior experience working with sexual assault victims or behavioral health issues in a professional setting preferred. Strong knowledge and experience working with Microsoft Office and Google Drive/Apps is also preferred.

The required experience and training for the Client Access Specialist includes a bachelor's degree in Psychology, Counseling or Human Services (or equivalent), plus at

least one year of experience in providing advocacy, counseling or direct human services; **or** a combination of four years of relevant education, training and experience to include direct client or human services. Past or current graduate level assessment/ counseling training is a plus but not required.

*Transportation:* The Access Specialist must have their own means of transportation in order to facilitate client engagement, program outreach and training activities; mileage is reimbursed for this position.

This is a non-exempt position. This position pays \$17.00-\$20.00/hour depending on qualifications and experience and includes prorated holiday, sick and vacation benefits. This is a grant-funded position and is secured through January 2024 with a strong likelihood that funding will be sustained beyond this date. Though this is not a guarantee. We are an equal opportunity employer. Candidates must be able to pass a finger-print background check that covers Washington state and national jurisdictions.