

Pittsburgh Action Against Rape

Job Posting Helpline Coordinator

The Helpline Coordinator is responsible for the intake process for new clients by ensuring availability of services within departments at PAAR and will coordinate administrative-intake staff tasks on a regular basis. The Helpline Coordinator is responsible for assisting with client intake, including helpline coordination with Victim Response Team, client data, in addition to general data, demographic collection and reporting across the agency.

This position performs work of a specialized, confidential nature on matters that impact clients, counselors and contract compliance. Excellent organizational, administrative and communication skills and attention to detail are a must.

Job Type: Full-time

Salary Range: \$37,000 - \$39,500

Required education: Related Degree or Certificate

Required experience:

- One year experience as an Administrative Assistant
- Experience with database management, MS Word and Excel, information/materials development, and desktop publishing programs.
- Experience with medical files and records is plus

Skills and Requirements

- Must be detail-oriented and organized.
- Self-motivated with strong work ethic.
- Relates well to people from diverse background and able to be sensitive to the service population's cultural and socioeconomic backgrounds.
- Strong interpersonal skills including excellent communication (written and verbal) skills.
- Excellent time management skills to schedule appointments for clients and manage multiple schedules intakes and schedules at once.
- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives.
- Ability to work collaboratively with other personnel and or service providers and professionals.
- PA Acts 33/34 Clearances, FBI certifiable
- Reliable personal vehicle
- Completion of state mandated forty (40) hour victim service training.
- Fluent in speaking Spanish is a plus

EQUAL OPPORTUNITY & DIVERSITY STATEMENT

Diversity enriches the environment, broadens the consciousness of our human community, and promotes non-violence by lessening judgmental attitudes. To that end PAAR is committed to the goal and the on-going process of attaining diverse staff, culturally responsive services, and the intentional outreach to diverse populations in the community who are underserved and at high risk for sexual assault. To that end, PAAR provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

To apply e-mail your cover letter and resume to Lisa Kadlecik at lisak@paar.net