



Intake Coordinator

COMPANY OVERVIEW

THRU Project empowers youth with a history of foster care to build independent, successful futures by bridging the gap between foster care and adulthood. Guided by our core values—Fortitude, Accountability, Inclusion, Innovation, and Respect—we provide mentorship and essential resources to help individuals overcome barriers and achieve their fullest potential.

THRU Project fosters a trauma-informed work environment grounded in safety, trust, collaboration, empowerment, and cultural humility. We integrate these principles into all aspects of our work, recognizing trauma's impact on individuals and communities.

As a team member, you will:

- Engage with clients, colleagues, and partners with sensitivity to trauma.
- Participate in training to deepen your understanding of trauma-informed care.
- Help build a supportive, inclusive, and respectful environment.

We seek candidates who embody empathy, adaptability, and a commitment to equity and healing-centered practices.

SUMMARY OF POSITION

The Intake Coordinator is responsible for managing mentor/mentee relationships within the mentor program. As well as, assisting with inputting client data into the EHR(electronic health record), tracking program data, and supporting event planning within the BreakTHRU program. This position will serve as the main contact for the mentoring program and will be expected to work occasional weekends, nights and on-call periodically throughout the week.

RESPONSIBILITIES

- Manage the enrollment process for new mentors and mentees, including reviewing applications, conducting interviews, following up with applicants, and assisting with mentor training.
- Oversee the matching process for mentors and mentees, ensuring alignment with program objectives.
- Maintain regular communication with mentors and mentees to provide guidance and support.
- Support the planning and execution of mentor and youth-focused programs, activities, and events.

- Represent THRU Project in media interviews as needed and assist with presentations to promote THRU Project's programs and mission.
- Responsible for tasks related to initiating and maintaining mentor/mentee relationships, ensuring program compliance.
- Support outreach efforts to recruit mentors and mentees.
- Distribute mentor and mentee surveys, following up to gather insights as needed.
- Provide information about THRU Project programs to interested parties.
- Maintain accurate records, ensuring timely data entry and updates for all mentors and mentees.
- Contribute to the development and enhancement of program initiatives.
- Manage THRU Project's cellphone communications as needed.
- Schedule and manage appointments in collaboration with service providers.
- Respond to phone calls, texts, and emails related to scheduling and program inquiries.
- Distribute and review intake forms to ensure completion before initial sessions.
- Input and maintain client demographics and information in the database for individual and group sessions.
- Confirm group participation and coordinate transportation arrangements for childcare and group sessions.
- Collaborate with clinicians to maintain an updated understanding of availability for meetings, events, and clinical sessions.
- Track and update weekly program measures using Excel or other tools.
- Perform other duties as assigned to support the mission and goals of THRU Project.

REQUIREMENTS

- Exhibit passion for THRU Project's mission and values.
- Demonstrate a commitment to diversity, equity, and inclusion, ensuring all individuals feel valued and respected.
- Show compassion and understanding of trauma when working with program participants.
- Work effectively in a collaborative team environment.
- Demonstrate best practices for supporting young adults with a history of foster care.
- Possess the ability to multitask, work independently, and problem-solve in various scenarios.
- Maintain accurate and timely documentation of communications with staff, young adults, mentors, and community partners.
- Exhibit strong communication skills with individuals at all organizational levels, including youth, mentors, management, and external agencies.
- Complete required trainings for Simple Practice, HIPAA compliance, and other job-related certifications as needed.

EDUCATION & EXPERIENCE

- Hold a Bachelor's degree and a general understanding of the foster care system.

COMPENSATION & BENEFITS

- This is a full-time, hourly position for 40 hours per week. Starting pay is \$21.15 per hour to increase after one year of demonstrated success.
- Flexible, hybrid work environment
- Benefits include medical, dental, vision, and life insurance, 120 hours of vacation, 56 hours of sick leave, 16 paid holidays, a 401(k) option and multiple opportunities for professional development.

Please send your cover letter and resume to chris@thruproject.org
THRU Project is an Equal Opportunity Employer.