

HEALING ABUSE WORKING FOR CHANGE
Intake and Resource Coordinator
Job Description
June 26, 2025

Healing Abuse Working for Change, Inc., creates social change by taking action against personal and societal patterns of violence and oppression. Since 1978, HAWC has provided free services and support to victims of domestic abuse on Massachusetts' North Shore to help them make informed, independent decisions about their futures. More information is available at www.hawcdv.org.

General Description

This full-time (40 hours/week) on-site position is responsible for triaging the immediate needs of individuals experiencing domestic abuse and providing logistical support for HAWC's daily operations. Core responsibilities include responding to client inquiries via phone and in person at our Salem office, assessing client needs and safety, offering appropriate resources and referrals, processing financial assistance for clients, and receiving incoming donations. This role also provides administrative and project support to the Directors of Operations and Finance.

This is an hourly position, compensated at \$23.00–\$24.00 per hour, with additional compensation of \$1,500 per year for bilingual Spanish/English language skills. The position is supervised by HAWC's Manager of Community Advocacy Services and follows a Monday through Friday, 9:00 AM–5:00 PM schedule.

Summary of Benefits:

- 3 weeks of vacation per year during first year; increases at year 5, carryover of 2 weeks
- 13 Holidays off per year
- 13 Sick days per year
- 5 Personal days per year
- 70% Health Insurance paid by HAWC
- 70% Dental Insurance paid by HAWC
- 70% Paid Family & Medical Leave paid by HAWC
- 100% Short & Long Term Disability paid by HAWC
- 100% Employee Assistance Plan paid by HAWC
- 100% paid Life Insurance (1x annual salary up to \$50,000)
- Health Reimbursement Account (HAWC pays first 50% of deductible)
- Flexible Spending Account
- 401K plan

Position Responsibilities

- Serve as first point of contact for phone and in-person inquiries, providing trauma-informed support to individuals experiencing domestic abuse
- Assess and triage client needs, connecting them with HAWC services and/or external community resources
- Collaborate with partner agencies to maintain updated knowledge of services and procedures
- Assist providers and community partners in effectively supporting survivors
- Screen and schedule clients for intake appointments and other services
- Provide project and administrative support to agency leadership
- Maintain office supply inventory and organization
- Assist staff attorney with administrative tasks, including copying, mailing, and data entry
- Process and distribute daily agency mail and client supplies, including to/from shelter locations
- Process client financial assistance requests with supervisory approval
- Participate in daytime coverage of HAWC's 24/7 emergency hotline
- Attend regular supervision, training, team meetings, and all-staff meetings

Position Requirements

- Reliable, full-time on-site presence
- Proficiency with computers, including email, internet, and agency database
- Flexibility in scheduling to meet job responsibilities
- Completion of HAWC's 30-hour pre-service training for new staff
- Access to reliable transportation to travel to and between Salem and Lynn offices for staff meetings and trainings

Preferred Characteristics

- Bilingual language skills in Spanish and English strongly preferred
- Ability to provide trauma-informed, empathetic support while maintaining client confidentiality
- Excellent interpersonal and communication skills (written and verbal)
- Commitment to cultural humility and social justice
- Strong organizational skills with high attention to detail
- Ability to work both independently and collaboratively
- Effective multitasking and prioritization skills; initiative to take on additional projects as needed
- Dependable, motivated, and resourceful

HAWC is an Equal Opportunity Employer. People of color, LGBTQ people, bicultural and bilingual people, people with disabilities, and survivors of partner abuse are encouraged to apply. HAWC provides equal employment opportunities to all employees and applicants for

employment without regard to race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, genetic information or membership in any group protected by federal and state law.

Please email cover letter and resume to Jillian Nebesar at JillianN@hawcdv.org with “Intake and Resource Coordinator” in the subject line or mail to HAWC Attn: Jillian Nebesar, 27 Congress St. Ste. 204, Salem, MA 01970.