



Position Title: Scheduling Coordinator

Supervisor: Program Operations Manager

Baltimore Child Abuse Center

The mission of Baltimore Child Abuse Center is to provide victims of child sexual abuse, trauma, and other Adverse Childhood Experiences in Baltimore and their non-offending caretakers with comprehensive forensic interviews, medical treatment, and mental health treatment with a goal of preventing future trauma.

Position Summary:

The Scheduling Coordinator has a significant role at Baltimore Child Abuse Center, Inc. (BCAC) in managing the agency's schedule of forensic interviews and forensic medical examinations on a daily basis. The Scheduling Coordinator works with multidisciplinary team members (MDT) as well as other referral agencies requesting for the scheduling of interviews and medical examinations. This position provides high quality customer service to children and intellectually disabled adults with their families that have experienced sexual trauma or a violent crime, as well as with MDT partners. This position also ensures that all families arrive safely and securely at BCAC by arranging necessary transportation. This position further provides other administrative responsibilities such as front desk coverage and burning and duplication of DVDs.

Responsibilities and Duties:

- Maintain and manage the agency's schedule of forensic interviews, forensic medical exams and exams for children entering foster care.
- Process information received for scheduling appointments and record as appropriate to ensure that all parties are properly informed of the appointments.
- Contact families/partners to confirm appointments.
- Schedule, arrange and confirm transportation to and from BCAC for eligible families.
- Follow up with no-shows and cancellations by providing information to appropriate team members and rescheduling appointments, if necessary.
- Provide designated follow up for Family Advocacy Program to support families and staff as needed.
- Provide backup to Administrative Coordinator.
- Provide coverage for the front desk one night weekly.
- Burn and Duplicate DVDs
- Maintain regular contact with supervisor
- Perform other duties as requested by supervisor
- Attend meetings and trainings as required

Education and Skill required:

- Bachelor Degree Business, Management, Communication or related field
- Excellent Verbal and Written Communication Skills
- Ability to handle multiple assignments and have Excellent Organizational Skills
- Proficient in Microsoft Office

Additional:

- This position is part time 30 hours/week
- Comparable Benefit Package
- Equal Opportunity Employer
- Parking available