



Intake Worker .6 FTE

Position Type: Permanent, Part-time, .6 FTE

SCOPE OF POSITION

The Intake Worker acts as part of the Counselling Team to remove barriers to accessing services by providing information to residents of our area about available services. The position entails crisis intervention, assessment, short term counselling, information and referral, advocacy and outreach. The Intake Worker assesses needs of our residents and explores ways to meet identified needs.

Job Description:

- Provide intake, crisis intervention, and assessment services to clients over the phone and in person;
- Provide systems navigation, keep up to date on services offered in the community;
- Assess clients' needs;
- Refer to internal and external resources (i.e. information and referral);
- Prioritize clients accessing services through phone calls, emails, and walk-ins;
- Advocate on behalf of clients;
- Support NROCRC services through building relations with community partners;
- Allocate practical supports to clients (i.e. bus tickets, food vouchers, taxi chits);
- Demonstrate knowledge of rural/urban/suburban resources;
- Maintain client records and statistics (i.e. CIMS, case notes);
- Work from a Community Development lens;
- Identify service needs, trends and gaps;
- Participate in team meetings and clinical supervision meetings;
- Act as a resource to colleagues;

Qualifications

- BSW counselling or equivalent combination of education and experience;
- Five years experience in community-based and social service setting (including direct front-line experience in this setting);
- Demonstrated intake, crisis intervention, and assessment skills;
- Knowledge of community resources;
- High sensitivity and understanding of vulnerable populations (i.e. those living with poverty, mental health, and/or violence issues);
- Demonstrated ability to practice from a strengths-based perspective with an awareness of issues related to diversity and oppression;



- Able to work independently and as part of a multidisciplinary community resource centre team
- Experience working with diverse ethno-cultural groups and diverse communities;
- Computer skills
- Good verbal and written communication skills;
- Fluency in English is essential, French and Arabic language skills are an asset;
- Current (valid within the last 6 months) Police Records Check for the Vulnerable Sector (or ability to attain one)

Salary Range: \$25,000 to 27,000

Please submit your cover letter and resume by 4:30 p.m., October 15, 2018

Reply to: Janet Donovan, Operations Coordinator

By email: jdonovan@nrocc.org

We would like to thank all candidates for applying, however, only those selected for an interview will be contacted directly. Due to the high volumes of interested applicants, we will not be able to receive phone calls asking for more information on available positions.

NROCRC is an equal opportunity employer committed to building a diverse work team representative of the community we serve.

NROCRC welcomes applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.