

Un coup de main
quand t'en as besoin

Centre de
ressources
communautaires
de la Basse-Ville



Lowertown
Community
Resource
Centre

A helping hand
when you need one

Intake Worker

4 days / week (28 hours)

(\$ 26.65 – \$ 29.31 / hour) – 16 days vacation

Required to work one evening / week and occasionally on weekends

The Lowertown Community Resource Centre (LCRC) is a non-profit organization offering community and social services to residents of Lowertown.

Job Summary

The Intake Worker acts as part of the Intake team to remove barriers to accessing services by providing information to residents of Lowertown about available services. The position also entails crisis intervention, short term counselling, advocacy, and outreach. The Intake Worker assesses needs of Lowertown residents and explores ways to meet them.

Job Specific Responsibilities

- Provides information on, and links clients to, the resources and services of LCRC and external resources
- Promotes Centre programs and services
- Assesses the needs of clients, offers continued support, crisis intervention, short term counselling to individuals, couples, as well as families
- Works with LCRC and other service providers to meet identified needs, including supporting harm reduction
- Advocates on behalf of clients when appropriate, in order to defend rights and interests of clients
- Provides occasional accompaniment services
- Assists newly immigrated clients of LCRC in their settlement efforts through outreach activities, crisis support and advocacy
- Organizes and facilitates support groups, educational workshops, and health promotion activities for Lowertown residents
- Provides outreach, and outreach support to community-based settings i.e.: community house
- Participates in regular team and supervision meetings
- Manages projects as required by the Centre
- Maintains accurate records, statistics, and documentation required by LCRC
- Assists in identifying issues and in developing and implementing projects as needed.
- Develops, implements, and oversees projects to support the community (at times in the evening or on the weekend)
- Provides outreach in the community
- Provides intake services within the community buildings

Common Responsibilities

- Working in a manner that preserves confidentiality and seeks to minimize risk in keeping with the Centre's Privacy and Confidentiality Policies and Procedures
- Working in a manner that incorporates health promotion and recognizes the determinants of health
- Incorporating and strengthening collaborative and interdisciplinary teamwork
- Respecting and valuing the diversity of communities and individuals

Un coup de main
quand t'en as besoin

Centre de
ressources
communautaires
de la Basse-Ville



Lowertown
Community
Resource
Centre

A helping hand
when you need one

- Contributing to the Centre's activities to collect, analyse, and report on data and relevant information
- Supporting the Centre's student and volunteer placement programs
- Promoting awareness of and participation in Centre activities and community projects
- Contributing to the Centre's work by participating in meetings, committees, staff retreat, and Annual General Meeting
- Working a flexible schedule, during both regular and extended hours of operation in locations identified by the Centre. Employees understand that, on occasion, they will be required to work on the weekend or in the evening
- Contributing to the Centre's practices of hiring, orienting, and training of staff
- Contributing to the Centre's efforts to secure and maximize resources for current and new programs, services, and activities
- Participating in the Centre's efforts to enhance its capacity through staff development
- Supporting the Centre's Occupational Health and Safety Policies and Procedures.
- Working knowledge of Outlook, computers, and current communication technology as work tools
- Understanding of the LCRC'S values, principles, and objectives and demonstrated ability to put them into practice in the workplace

Qualifications

- Bachelor degree in social work or social services
- Three to five years of experience in assessment/referral or crisis intervention type role
- Proficiency in French and English required. Fluency in identified non-official languages based on neighbourhood demographics (Somali, Arabic, etc.) a strong asset
- Knowledge of and understanding of ethnocultural needs and experience working with ethnocultural communities (particularly from Africa and Middle-East countries)
- Knowledge of health and social services and community resources
- Excellent crisis intervention skills and knowledge of issues such as: mental health, violence, addictions, and poverty
- Group facilitation skills as well as presentation skills
- Ability to work with Outlook and other computer skills

Please submit your resume and cover letter by **8 am, Friday, June 8th, 2018** to:

**Attention: Selection Committee
Intake Worker Position
Lowertown Community Resource Centre
40 Cobourg Street, Ottawa, ON K1N 8Z6
E-mail at: reception@crcbv.ca
Or by fax: (613) 789-3443**

We invite you to consult our website (www.crcbv.ca) for more information

The Lowertown CRC respects the employment equity and diversity principle

We thank all those who apply. Only those selected for an interview will be contacted