

Position: Intake Worker	Status: Part time (2 days/week)
	Posting Number: JFS 21 022

Position Summary

Under the direction of the Manger of the Intake Unit, the Intake Worker provides crisis intervention, case management, outreach, information, support, advocacy, and referrals to clients, as well as participates in monitoring and evaluation of programs and services for individuals, families and the community. The Intake Worker acts as the first point of entry for new clients seeking counselling services and is also responsible for matching clients to counsellors who are an appropriate fit for their needs.

This position is for two days per week (14 hours). Work hours are flexible and requires some evening hours.

Duties and Responsibilities

- **Intake Assessments:** provides initial assessment and screening of clients contacting JFS for counselling services.
- Completes a comprehensive written Intake Report which includes: identifying the request and reason for counselling services; and a screening for history of abuse / violence, current safety risk, mental health issues, work place stress, and / or involvement with community agencies.
- Provides referral information for other community resources/ services as appropriate to client need.
- Maintains and monitors the waitlist for counselling services.
- **Ongoing Counselling Services:** provides clinical counselling / psychotherapy to a diverse adult client population
- Provides advocacy and referrals to help clients' access relevant community services.
- Where necessary and useful, collaborates with other professionals (i.e. doctors, settlement workers and other health-care professionals).
- Maintains cooperative working relationships with community agencies, schools, courts, child welfare workers, etc., makes referrals and mobilizes community resources where indicated on matters relating to clients' welfare
- Ensures quality client care that is consistent with best practices, agency standards, and evidence-based approaches (particularly brief, narrative, & solution-focused therapies).
- Ability to create and maintain confidential accurate, up-to-date, comprehensive client records
- Participates in supervision, meetings, workshops (including professional development opportunities)
- Performs related work as assigned

Qualifications/Experience

- Bachelor's degree in relevant field (e.g., Social Work, Psychology). In some cases, a cequivalent experience could be considered.
- Experience and interest in working with marginalized and diverse clientele in a non-profit, community-based organization.
- Thorough knowledge and understanding of community resources, relevant city service-provider networks, community-based health care, and income-maintenance legislation and services, as well as issues impacting individuals affected by mental illness.
- Superior interpersonal and communication skills, oral and written; excellent time management and organization skills.
- Demonstrated ability to work effectively in a crisis situation as well as a fast-paced work environment.
- Demonstrated ability to work in a multi-disciplinary team environment.
- Demonstrated proficiency in the use of computers and various software applications, including Microsoft Office programs, client database software, and electronic record keeping in a client services setting.
- Fluency in English (Oral, Written) is Mandatory. Fluency in Arabic (Oral) is an advantage. Preference will be given to candidates who can communicate in additional languages.
- Specific knowledge / experience working with new Canadians, clients who have experienced war-related trauma, grief, loss, mild to moderate mental health issues, addictions, community conflict and issues related to family life, violence, poverty and stress.
- Knowledge of community resources and host-agent language and culture.
- Cross-cultural experience an asset
- Ability to work flexible hours according to program need.

Please send **cover letter and resume** to:

HR@jfsottawa.com **quoting the job number in the subject line.**

Jewish Family Services of Ottawa supports equal opportunity employment. We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Right Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting Jewish Family Services.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.