

Date Posted: February 23, 2023	Application Deadline:
Position: INTAKE Coordinator – The Counselling Group	Status: Full Time (35 hours a week)
	Posting Number: JFS23 002

Position Summary

Under the direction of the Director of Counselling and Mental Health, the Intake Coordinator acts as the administrator of the intake unit and as the first point of entry for new clients seeking counselling services. The Intake Coordinator role is composed of two parts: a) an intake worker - conduct short assessment interviews with prospective clients, record and analyse their needs and make recommendations regarding appropriate service within The Counselling Group; b) administrator – assists the intake team and management with organizing the flow of information within the intake team.

Benefits

- 15 days' vacation in first year prorated to your start date and FTE.
- 10 days Personal Time Off prorated to your start date and FTE after 3 months of employment.
- Various Jewish Holy days off
- Health and Dental Benefits plan
- Hybrid work environment
- Employer RRSP after one year of employment
- Use of gym facilities
- Flexible employer
- Compensation between \$23 and \$25 an hour.

Duties and Responsibilities

Intake worker (at least 14 hours a week)

- 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.
- 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.

Administrator:

- Oversee the processing of all referrals to The Counselling Program's units.
- Work with the manager overseeing the intake team as well as with the intake team members to ensure metrics and goals are met.
- Work with and support the intake team members to improve accuracy of data collection.
- Ensure coordination of shifts and intake availabilities across team members.
- Assist in training of new staff.
- Adjust and correct intake protocols in consultation with the team and manager.
- Assist management with strategic planning pertaining to the intake unit.
- Follow up with clients who require additional support or have out of the ordinary needs.
- Be knowledgeable of and in compliance with client complaint procedures.

Please note: The position requires the worker to work 2 evenings a week. Hours of work may be changing occasionally, in order to support coverage of intake shifts. The work environment is hybrid, both in the office (1-2 days a week) and remotely.

Qualifications/Experience

The successful candidate will have:

- A BSW / BA in Psychology/ equivalent degrees a diploma in Social Service Work
- Minimum 3 years' experience in providing community-based mental health services including crisis intervention, referral, and advocacy.
- Minimum 3 years of over the phone customer/client experience.
- 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 as well as a fast-paced work environment. Ability to problem solve creatively.
- 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 Spanish is an asset (Oral). 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.

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.

Please apply at:

<https://secure.collage.co/jobs/jfsottawa/36394>