

JOB INFORMATION

INTAKE WORKER, COUNSELLING PROGRAMS

Anticipated Start Date: June 2019

POSITION SUMMARY

The Intake Worker responds to requests for services as the initial contact point in the agency. The Intake Worker serves as a triage point, providing initial screening for appropriate services, providing options regarding FSO services and/or referring to appropriate services based on the individual situation.

MAJOR RESPONSIBILITIES:

I. Intake Services:

- Answers all FSO & EAP Intake calls promptly and professionally. Obtains all relevant information arranges appointments.
- Collects and enters all FSO & EAP Intake info and inputs data into database
- Provides initial assessment and screening of clients contacting agency for service requests. Utilizes judgement in the assessment of client needs and situations that warrant fast tracking.
- Provides referral information for other community resources/services as appropriate to the client situation.
- Assesses for suicide risk and/or risk of violence as needed.
- Opens files for assigned programs.
- Assists in typing/inputting all file closing information and filing closing in the FSO & EAP storage files
- Maintains intake availability of counsellors; assigns cases to available intakes.
- Provides input to Program Directors and teams regarding patterns in the client requests through the intake process for development of program services.
- Provides specific screening for history of abuse/ violence, mental health issues, custody and access factors and factors and involvement in the Criminal Justice System, information related to mandates services etc....
- Maintain waiting lists for programs areas.
- Assesses client fees.
- Maintain intake availability of counsellors; assigns cases to available intakes.
- Liaises with other community agencies/ professionals to develop and maintain referral sources.

II. Support Work/ Administration:

TITLE:

Intake Worker,
Counselling Programs

REPORTS TO:

Director, Family
Services Employee
Assistant Program

TEAM:

Counselling Programs

LOCATION:

Family Services Ottawa
(FSO)

HOURS OF WORK:

35 hours / week (some
evening and weekend
work required)

UNION/NON-UNION:

Union; salary level 4

CLOSING DATE:

Friday,
May 17th 2019 at 5:00pm

APPLY TO:

[careers@familyservices
ottawa.org](mailto:careers@familyservicesottawa.org)

- Participates in staff and team meetings, and staff development.
- May participate in internal agency committee work/ or Board committees, including union/management committees.
- Participates in team and staff meetings and internal agency or staff development training sessions.
- Completes administrative duties as required for agency and personnel records.

QUALIFICATIONS

- Completion of a B.S.W. or equivalent.
- A minimum of three years in social services organization/setting is required.
- Experience with diverse clientele
- Experience in working with clients in crisis
- Knowledge of community resources and referral
- Knowledge of child protection mandates for reporting
- Knowledge of current standards for practice such as protocols for working with woman abuse.
- Knowledge of risk factors; training in initial risk assessment
- Strong organizational skills
- Good verbal and written communication skills
- Skills in working as a team and within a team approach
- Skills in providing initial assessments for service need
- Computer skills
- Ability to deal with people in distress, de-escalation skills
- Ability to work independently within team/program guidelines and best practices
- Ability to manage competing demands in regards to time/work pressures
- Ability to take initiative
- Ability to maintain a respectful and professional approach/standards with clients and colleagues
- Bilingualism in French and English is required as Intake services are provided in French and English. Strong verbal and written skills in both languages are required.
- Intake services are provided in an office setting. The position requires a minimal amount of physical activity. The services are provided sitting down, primarily at the computer or on the telephone.
- Intake services are provided in a private confidential office space.
- Training in suicide risk assessment, non-violent crisis intervention.

DESIRED QUALIFICATIONS:

- Training in working with LGBTQ clientele an asset
- Training in cultural competency skills an asset.
- Capacity to work in additional languages an asset.

EXTERNAL POSTING PERIOD: WEDNESDAY, MAY 8TH 2019 TO FRIDAY, MAY 17TH 2019 AT 5:00PM

FSO is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. FSO is committed to ensuring that each individual will have genuine, open and unhindered access to employment opportunities. Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please let us know.

While we thank all candidates for their interest, only those selected for an interview will be contacted