

Intake Worker

Permanent – 35 hours/week (Full-time)

Catholic Family Services of Peel-Dufferin (CFSPD) is a non-profit, charitable organization reflecting the values consistent with Catholic social teachings. CFSPD is a dynamic, growing family service agency with offices in Mississauga, Brampton, Orangeville and Bolton. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

Position Summary

CFSPD is currently seeking Intake Workers who would be responsible for acting as point of first contact for program participants, potential clients and community. The Intake Worker would conduct intakes (in-person, video or phone), risk assessments, crisis and supportive counselling, psychoeducation, and referrals to clients who are seeking access to CFSPD services. The individual would also be responsible for preparing and maintaining all appropriate administrative records in a timely manner. This position will be based in Brampton, Ontario, however during COVID-19, remote working is available.

Responsibilities

- Conduct initial assessment regarding eligibility for programs using established criteria.
- Conduct risk assessment and safety planning.
- Provide client support, psychoeducation, and/or crisis intervention for new clients or clients on waiting list.
- Consult with team to determine best services or programs to meet the clients' emotional and/or psychological needs.
- Refer clients to agency programs, other professionals, agencies, services, or community resources appropriate to clients' needs.
- Follow up with high-risk clients who have registered for services and awaiting services.
- Provide case management as assigned.
- Provide telephone coverage of the intake lines during business hours.
- Respond to telephone, email, and in-person inquiries from clients, prospective clients and community partners.
- Update agency database of client enrollment information including relevant demographic data.
- Keep careful and accurate records and maintain client case file of all relevant information pertaining to assigned caseload.
- Perform other duties as assigned.

Qualifications

- Bachelor's Degree in Social Work, Sociology or related human service field.

- Registration (or eligibility for registration) with a health regulated college (e.g. College of Social Workers, Psychologists or Psychotherapists).
- Three (3) to five (5) years of relevant work experience.
- Knowledge of the social service sector within the Region of Peel an asset.
- Experience in supporting clients who experience domestic violence and mental health and its effects of family members.
- Knowledge of, and the ability to apply trauma-informed, anti-oppressive, and anti-racist practices.
- Knowledge and experience of risk management, risk assessment, safety planning, and crisis intervention techniques.
- Demonstrate positive interpersonal skills, and ability to work in a team environment with co-workers, community providers and stakeholders and clients.
- Strong organizational and time management skills, ability to work under pressure to prioritize and meet multiple deadlines.
- Excellent verbal and written communication skills in English (French as well as other languages an asset).
- Proficient computer skills, and experience using Microsoft Office suite.
- Working knowledge of database management, and virtual service delivery.
- A satisfactory Vulnerable Sector Criminal Records check.
- Willing to work within a Catholic values framework.

Why Apply?

We offer a comprehensive benefits package (pension plan, extended health, dental & insurance benefits) and generous leave provisions. Our organization also provides flexibility with work hours, work life balance and free parking.

How to Apply

If you are interested in the above opportunity, please send your resume and cover letter to humanresources@cfspd.com. This posting will remain open until position is filled.

CFSPD is an equal opportunity employer and is dedicated to hiring staff that reflect the diversity in our community. We will make reasonable accommodations to enable applicants with disabilities to participate in the recruitment process upon request to humanresources@cfspd.com. We invite candidates from diverse communities to apply.

We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin but we will only contact those selected for consideration.