



EXTERNAL POSTING

POSITION TITLE: Intake Worker – 1.0FTE – TERM
(September 1, 2022 – October 31, 2023)

REPORTS TO: Manager, Community Services

JOB CLASSIFICATION: Professional II

UNION AFFILIATION: CUPE Local 2348

POSITION SUMMARY:

The Intake Worker acts as the first point of professional contact between A & O: Support Services for Older Adults and potential clients. The Intake Worker will also provide direct service including client assessment, resource coordination, consultation, advocacy, outreach and community education to older adults and their families. This position works in close contact with the Social Work team to coordinate clients' social, emotional and cultural needs.

QUALIFICATIONS:

Education:

- ❖ **Baccalaureate Degree in related field or equivalent combination of education and experience required.**
- ❖ **Applied Counselling Certificate or equivalent required.**

Experience, Knowledge, Skills, Abilities:

- ❖ Excellent knowledge of community resources and the ability to refer and network
- ❖ Superior knowledge of senior's issues and the older adult community
- ❖ Excellent interpersonal and relationship skills
- ❖ Demonstrated skills in maintaining files and records and to perform data entry utilizing Microsoft Office applications
- ❖ Ability to serve on various committees
- ❖ Ability to apply skills and knowledge to routine work
- ❖ Demonstrated ability to work both as a collaborative team member and independently
- ❖ Demonstrated ability to work with older adults, their families and caregivers
- ❖ Ability to exercise sound judgment, initiative, flexibility, creativity, and sensitivity to changing situations and needs
- ❖ Ability to adjust to variable workloads / interruptions
- ❖ Excellent verbal and written communication skills
- ❖ Demonstrated understanding of issues in working within a cross cultural community
- ❖ Experience in working with volunteers
- ❖ Demonstrated evidence of continued professional development

This is a TERM POSITION
Please submit resume to:

A & O: Support Services for Older Adults
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