

Position Announcement

POSITION TITLE:	Shared Intake Coordinator
REPORTS TO:	Shelter Program Manager at Discovery House & a Cooperative of Social Workers Representing Each of the Three Shelters
TERM OF EMPLOYMENT:	Full time - Permanent
ANTICIPATED START DATE:	As soon as possible
LOCATION:	Calgary, Alberta
CLOSING DATE:	April 20, 2018

Brenda Stafford Society, Discovery House, and Sonshine are trusted, dynamic Calgary agencies devoted to the safety and well-being of women with children leaving domestic violence. They offer stability, hope and opportunity through long-term residential and individualized community support which result in healthier families and stronger communities.

POSITION OVERVIEW

Reporting to the Shelter Program Manager at Discovery House, this position is a shared position with The Brenda Stafford Society and Sonshine Community Services and is responsible for delivering general intake functions for clients referred to Second Stage Shelters in Calgary and will need to report to a representative from each of the shelters for the social-work component of the position. The Intake Coordinator position provides appropriate screening and comprehensive assessment to those clients and will have a commitment to principles of client access and equity.

The Intake Coordinator position provides high quality customer service in a manner that is sensitive to the needs of our diverse community. This role involves the appropriate and comprehensive screening and assessment services to victims of domestic abuse.

PRIMARY DUTIES AND RESPONSIBILITIES

Coordinated Intake process

- Provide strong links and professional partnerships with representatives from the three agencies of Brenda Stafford Society, Discovery House, and Sonshine to ensure an efficient and co-ordinated approach to service delivery and referral
- Coordinate and maintain updated information on intake criteria in the three agencies and different program eligibility
- Coordinate with Emergency Shelters of Domestic Violence to receive all referred clients
- Perform initial assessment, interviewing and screening of referred clients to ensure program eligibility

- Answer calls about the Intake Program gather information from Emergency Shelters or potential clients, set interviews, assess clients situations and eligibility to the Intake & Referral Program
- Prioritise client access to service in line with priority access policies for each program
- Maintain accurate and updated wait lists and report regularly on the wait times
- Assist in service and organizational process development for the intake program
- Provide feedback to the three agency representatives regarding the intake Program
- Ensure accurate recording, maintenance and security of any client records generated
- Maintain statistics as required by the three agencies
- Ensure that the confidentiality of clients is respected and upheld at all times
- To actively support the Mission, Vision, and Values of the Partnering Shelters
- Be aware of policies, procedures, of Discovery House and be cognizant about how these should be adhered to
- Participate in Partnering Shelter agency meetings, as requested
- To actively promote for the three agencies and their services within the community.
- Other duties as directed

QUALIFICATIONS AND SKILLS REQUIRED TO ACHIEVE THE OUTCOMES

Knowledge

- Understanding of domestic abuse as a clinical and social issue.
- Follow a trauma informed practice approach
- Understanding of assessment and case management process
- Understanding of the intersection between domestic abuse, poverty and homelessness.
- Knowledge of community resources.
- Understanding of mental health conditions, addictions, crisis management and counselling.
- Knowledge of legislation and regulations relevant to the operations of the program (eg: Family Enhancement, Residential Tenancies Act, etc).

Skills

- Strong assessment and case management skills.
- Exceptional planning and organizational skills.
- Proven ability to multi-task, negotiate and prioritize.
- Strong interpersonal skills.
- The ability to take initiative, collaborate and coordinate work across different agencies, while keeping each agency's priorities in mind.
- Ability to work independently and within a team environment.
- Strong written and oral communication skills.
- Demonstrated ability with computer programs, including but not limited to, Microsoft Word and Excel.

Personal Characteristics

- A positive attitude, high energy, creativity, and flexibility.
- A genuine commitment to the mission, vision, values and work of the agencies.

Educational Qualifications and Experience

- Bachelor's degree in social work, psychology or other human/health services field, or the equivalent in education and experience.



- Assessment experience with vulnerable populations required.
- Current CPR and First Aid certification desirable, ASSIST.
- Valid driver's license and reliable vehicle required.

Working Conditions

- This position requires traveling between the three Second Stage Shelters, the Emergency Shelters and the community.
- Staff work a forty-hour week (an hour unpaid lunch) that is Monday through Friday and may sometimes be required to flex their hours.

Please submit your resume and cover letter to careers@discoveryhouse.ca or fax to 403-670-0475. We thank all applicants, however, only those selected for an interview will be contacted.