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Internal/External Employment Opportunity

Position:	Client Access Worker/Intake Worker
Component/Team:	Client Access Team
Status:	Permanent, 1.0 FTE Full-Time (35 hours per week)
Salary Scale:	\$53,435 - \$64,355 annualized salary plus benefits
Start Date:	Immediately

Position Description:

The Client Access/Intake Worker plays a critical role in engaging, welcoming, assessing the needs of, and providing direct services and internal / external referrals for clients and community members. The Client Access/Intake Worker provides timely phone responses to requests for addiction and mental health information, requests for counseling services and requests for information about Centre and community services. The Client Access/Intake Worker provides information, intake, preliminary assessment and referral services to ensure seamless service provision. The Client Access Worker also facilitates education groups, and provides crisis counseling and follow-up supportive counseling. The Client Access Worker provides care coordination to support and promote a coordinated approach to treatment planning and service delivery.

Skills, Education and Experience:

Requirements for this position include:

Education and Language

- A Baccalaureate degree in Social Sciences or a related discipline
- Be a member in good standing of a college or order such as the College of Registered Social Workers and Social Service Workers
- Under the Centre's designation to provide French Language Services:
 - French (oral expression): Advanced
 - French (oral comprehension): Advanced +
 - French (reading comprehension): Intermediate +
- Fluency in English, both oral and written

Professional Experience

- Two to four years front line client experience providing supportive counseling and crisis intervention in a social service setting, particularly with individuals living with Concurrent Disorders
- Experience conducting intake and preliminary psychosocial, addiction and mental health assessments and providing effective triage
- Experience with motivational interviewing or other engagement strategies



- Experience working with a broad range of populations, including: at risk youth, street-involved people, people with mental health and/or addictions issues, multi-cultural communities and people experiencing significant barriers to access.
- Experience facilitating education groups.

Knowledge, Skills and Abilities

- Knowledge, understanding and sensitivity to addictions, problem gambling, mental health issues and concurrent disorders
- Ability to work within a harm reduction framework
- Knowledge of motivational interviewing techniques
- Knowledge and experience of the various approaches to substance use
- Knowledge and experience with supportive counseling techniques
- Knowledge of community resources in Ottawa
- Strong interpersonal, organizational and problem-solving skills
- Strong intake, assessment and triage skills
- Strong crisis intervention and assessment skills
- Ability to de-escalate crisis situations in a therapeutic manner
- Strong suicide intervention skills
- Effective communication skills
- Ability to work under stress with multiple demands and tasks
- Demonstrated flexibility, good judgment, initiative & creativity
- Respect and valuing of the diversity of communities and individuals
- Demonstrated ability to exercise strong decision-making skills and deal with unpredictable situations
- Ability to identify client service needs and refer appropriately
- Ability to facilitate education groups of up to 25 participants
- A non-judgmental and positive attitude towards street-involved people, people who are HIV+ or who are at risk of becoming HIV+ and people with addictions, mental illness and concurrent disorders

Reporting Relationship:

The position is directly accountable to the Client Access Team Lead, through the Team Lead to the Director and through the Director to the Executive Director.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.



Accommodation:

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

POSTING DATE: September 1, 2023

CLOSING DATE: September 15, 2023 at 4:00 p.m.