



JOB DESCRIPTION INTAKE SPECIALIST

The Intake Specialist will be responsible for initial contact, assessment, and support to clients who have mental health and/or addiction challenges that are requesting Stride's program services.

Reports to: Manager

MAJOR RESPONSIBILITIES

Responsibilities

- Screens new community referrals and conducts assessments of new clients to determine client goals and service eligibility, making appropriate referrals to Stride programs and/or community support services as needed.
- Provide interim support to clients who are not yet assigned a Stride Worker.
- Prompt response time to client inquiries regarding Stride services.
- Work in cooperation with the Stride staff to contribute to the client's individualized employment plan focusing on each person's strengths, identified needs, hopes, desires and personal recovery goals with a clear emphasis on successfully achieving their employment goals.
- Use Client Record Management System (CRMS), FedCap Cares (FCC), CaseFLO, and CaMS, to enter necessary data and maintain up-to-date files for clients assigned to caseload.
- Maintain positive relationships with networks, professional organizations, and other related service providers.

Client Services

- Work collaboratively with the Employment Specialists, Pre-Employment Specialists and/or Employment Peer Mentors to contribute to the client's successful achievement of employment
- Complete a comprehensive individualized needs assessment with each client (ex. Common Assessment – CAT)
- Refer clients to appropriate crisis management resources as required
- Ensure client confidentiality

Administrative

- Participate in staff training and personal skill development opportunities related to aspects of program development and program service delivery
- Comply with all responsibilities in the occupational Health and Safety Act, all Stride policies and procedures and agree to treat health and safety with a high priority while employed at Stride

- Use all appropriate client databases to enter necessary data and keep files up to date
- Promote and demonstrate the values of the agency within the workplace and in the community
- Daily maintenance of premises, equipment, and tools

KNOWLEDGE AND RESPONSIBILITIES - KEY COMPETENCIES

- Ability to effectively work with individuals with mental health and/or addiction challenges to conduct appropriate assessments and interventions related to each person's changing identified needs and/or vocational needs
- Demonstrate communication, organizational, time management and instructional skill and an ability to adopt to various work environments
- Excellent written, verbal communication and computer skills (Microsoft Office)
- Excellent interpersonal skills and competency as an effective team player
- Ability to maintain appropriate record keeping and client files
- Demonstrate communication, organizational, time management and instructional skills and strong team work skills
- Ability to adapt to various work environments

QUALIFICATIONS

- Bachelor's Degree or community college diploma in a mental health and/or addictions discipline, social work or social service work, or administration
- Other education and equivalent experience will be considered
- Knowledge of community resources available in the Region of Halton and surrounding areas

REQUIREMENTS

- Ability to travel throughout the region, must have valid driver's license, relevant insurance and use of own reliable vehicle
- Must have, or be willing to complete, a current Vulnerable Sector Criminal Record Check
- Ability to work effectively with individuals with mental health issues and/or addictions challenges.
- Proven ability to operate independently while demonstrating a high level of integrity and professionalism
- Strong organizational and time management skills; able to meet deadlines in a fast-paced environment
- Excellent interpersonal, communication, and teamwork skills
- Availability to work flexible hours including evenings and/or weekends as required to meet the client and program needs

NOTE:

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties and responsibilities required by the incumbent. Due to the changing nature of the work and the work to be done the incumbent may be asked to perform other duties as required and the job specifications may be changed or altered as required.