



INTAKE COORDINATOR

Position Summary

JFS is seeking a full-time Intake Coordinator. The Coordinator will support new clients through comprehensive assessment of needs and referral to appropriate programs; both internal and external. The Coordinator will also provide support to the Manager with processing client financial aid requests. This is an exciting opportunity for an individual with a social service background who enjoys a dynamic work environment.

About Us

JFS has been enhancing the quality of life for individuals and families in the Lower Mainland for over 80 years. Our mission is to provide essential supports fostering the social, physical and emotional wellness of individuals and families most in need. Join us to make a meaningful impact by proactively addressing challenges, embracing change, and uplifting lives.

JFS is an equal opportunity employer. All applicants will be considered for employment regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status.

Benefits & Compensation

JFS offers a competitive benefits package including generous paid time off, paid sick days, paid health and dental benefits, and RRSP matching. This is a full-time position, 35 hours per week. Salary is commensurate with experience.

Duties and Responsibilities

The Intake Coordinator will be responsible for:

- Receiving calls and emails from people wanting to access JFS programs
- Answering requests through the JFS website chatbot
- Answering calls on the Community Care Line
- Performing in-depth assessment of the new client's situation and needs by gathering and recording all pertinent information
- Assigning clients to appropriate JFS programs/staff, and referring externally as needed
- Maintaining waitlists for services if necessary
- Processing requests for financial aid, gathering all necessary documents to ensure all external resources have been accessed prior to approving
- Other tasks and projects as assigned

Requirements and Qualifications

- Diploma in Social Services or related field, or a combination of education and work experience in administrative work, front-line social services, or clinical assessment



- Minimum one year of work experience
- Experience conducting client assessments
- Detail-oriented – able to maintain accurate records
- Adaptable to changing work requirements and a fast-paced environment
- Critical thinker
- Ability to follow procedures accurately
- Strong written, listening and oral communications skills
- Organizational and time management skills and ability to work independently
- Knowledge of Microsoft Excel is an asset
- Knowledge of social services in the Lower Mainland is an asset

Start Date: November/December 2022

To Apply

If you are qualified and interested in this opportunity, please forward a cover letter and resume quoting “Intake Coordinator” to Rachel Shanken, Director of Operations at jobs@jfsvancouver.ca by November 13, 2022. Applications will be considered on a rolling basis. Please note that only qualified candidates considered for an interview will be contacted.