



## **INTAKE COORDINATOR**

### **Role Overview**

Are you an experienced social service professional with an expertise in intake and assessment? Are you a natural at providing excellent customer service in a variety of situations? Are you looking for an opportunity to gain valuable skills in comprehensive client analysis? If so, the Intake Coordinator role is for you.

The Intake Coordinator will serve as the front line professional in supporting community members and clients through information and referral as well as comprehensive assessment of needs. Working collaboratively with a dynamic Care Services Team and reporting to the Clinical Director, the Intake Coordinator will play an integral role in maximizing the JFS mission and vision by supporting the social, physical and emotional wellness of all people.

### **What You Will Do**

- Manage the JFS Community Care Line and receive all communication from people inquiring about accessing JFS program, services and resources
- Perform in-depth assessments of new clients' situations and needs
- Make recommendations and referrals to JFS programs and refer externally as needed
- Work collaboratively with the Care Services team and other JFS programs and services to provide comprehensive care to clients

### **What You Will Bring to the Job**

- Diploma in Social Services or related field, or a combination of education and work experience in front-line social services or clinical assessment
- Experience conducting client intake and assessment
- Experience and comfort using IT systems such as databases and Microsoft 365
- Strong written and oral communication skills and strong analysis skills
- Calm demeanor under pressure and experience in managing stressful situations
- A positive attitude and adaptability in a fast-paced environment
- Knowledge of social service resources in the Lower Mainland

### **What You Will Receive**

- Competitive salary in the non-profit marketplace
- The salary range for this role is \$50,960- \$54,600 for a full-time position; 35 hours per week
- JFS offers a competitive benefits package including generous paid time off, paid sick days, paid health and dental benefits, and RRSP matching and hybrid remote work environment
- An opportunity to hone your skills and gain valuable social service experience
- A chance to contribute in a meaningful way to making a difference in the lives of our clients and community



## INTAKE COORDINATOR

### What We Do

Lives uplifted, a world repaired. In pursuit of our mission to support the social, physical and emotional wellness of all people, JFS has been enhancing the quality of life for individuals and families in the Lower Mainland for over 80 years. Join us to make a meaningful impact by proactively addressing challenges, embracing change, and uplifting lives.

Values: We welcome everyone • We honour the individual journey • We are courageous and creative • We take pride in our work • We care deeply about people • We treat everyone with dignity and respect•

JFS is an equal opportunity employer. We are committed to creating an accepting and inclusive environment for all. Come and join our team.

### Vaccination Policy

JFS requires that all employees and volunteers are fully vaccinated against COVID-19. Anyone hired after January 1, 2022 will be required to show evidence that they have received at least one dose of the vaccine prior to employment, and we will require that they be fully vaccinated within 30 days of their start date.

### Next Steps

- Submit your cover letter and resume to [jobs@ifsvancouver.ca](mailto:jobs@ifsvancouver.ca) with "Intake Coordinator" in the subject. Please note only applications with a cover letter and resume will be considered
- Applications will be accepted through **June 15, 2023** at **5:00pm** and will be considered on a rolling basis
- We hope to have someone in place by **August 1, 2023**

If you have questions, please reach out to Shauna O'Mahony, HR Specialist – [somahony@ifsvancouver.ca](mailto:somahony@ifsvancouver.ca).