



Kahnawake Shakotii'akehnhas Community Services

EMPLOYMENT OPPORTUNITY

Intake Worker

KSCS is seeking an experienced and responsible individual to provide intake support to the Support Services Department.

Under the supervision of the Manager of Mental Wellness and Addictions, the Intake Worker is responsible to answer calls placed to KSCS that reports abuse, neglect, addictions, psychology, psychiatric and elder issues from the community of Kahnawà:ke and provides supportive counselling.

Required Education & Experience:

- Bachelor's Degree in Social Science or health-related discipline, with one (1) to three (3) years previous work experience in a social service environment or in a support capacity.
- College (DEC) in Social Science or health-related discipline, with three (3) to five (5) years previous work experience in a social service environment or in a support capacity.
- Minimum High School with five (5) years or more related work experience and/or training may be considered.
- Must possess a valid driver's license and have access to a vehicle.

Status: Indefinite full-time position, with a 6-month probationary period.

Salary: Starting at \$29.74/hour.

Schedule: 35 hrs/week; must be willing to work flexible hours as necessary.

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources at humanresources@kscskahnawake.ca. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at www.kscs.ca. Call 450-632-6880 for more info.

Deadline to apply is: Friday, May 24th, 2024, at 4:00 pm.

GENERAL INFORMATION

Code:	FLS8
Job Title:	Intake Worker
Department:	Family Services, Support Services
Date of Job Description:	November 2022
Date of Revision:	February 9, 2024
Job Reports To:	Clinical Supervisor of Intake and After-Hours Response Services

JOB DESCRIPTION SUMMARY

Under the supervision of the Clinical Supervisor of Intake and After-Hours Response Services, the Intake Worker is responsible to answer calls placed to KSCS that reports abuse, neglect, addictions, psychology, psychiatric and elder issues from the community of Kahnawà:ke and provides supportive counselling.

Under general supervision, independently applies learned skills, knowledge and practical experience to semi-routine tasks associated with the job family using established practices and standard procedures to complete assignments. Provides initial intake assessment and crisis intervention services as required to the community. Evaluates clients requests for services, screens to determine client needs by telephone or in person, offers short term counselling when required, gathers all pertinent information and passes on to appropriate resources immediately. Submits reports and liaisons with appropriate case managers and status team, enters and maintains data base.

Decisions are based on independent judgment often requiring further investigation and evaluation and are within generally defined parameters and in alignment with business objectives. Alters approach or recommends broader procedural changes to accomplish desired results. Recommendations and decisions are generally accepted as accurate and sound. Seeks consultation or guidance as needed.

CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
Provides initial crisis intervention services.	<ul style="list-style-type: none"> ➤ Assesses clients' needs, informs and refers to appropriate resources. ➤ Offers short term counselling to individuals and families, where required. ➤ Establishes and maintains trusting and professional relationships with referring parties, being aware that many clients call in distress and are in need of supportive interaction. ➤ Provides in-depth telephone screenings with referring parties and/or clients to understand clients' needs and how they can be met by KSCS. ➤ Gathers all pertinent information necessary to complete telephone intakes. ➤ Returns all intakes inquiries within 24 hours of receipt of call. ➤ Engages with referring parties to understand referring parties' needs, being aware that many referring parties call in an effort to transfer clients to other programs or seek additional help for clients in need of multiple services. ➤ Ensures the Case Status Table receives accurate information to be able to provide accurate services. ➤ Participates with Status Table to identify and discuss any difficulties to clients receiving services. ➤ Verifies client eligibility with the Membership Office of MCK for other organizational referrals or self-referral for requested services in ARS or psychological services. ➤ Meets face-to-face with clients to conduct intakes. ➤ Participates in outreaches by presenting other services to other programs with KSCS and facilitates the referral to other programs within KSCS or outside organizations. ➤ Provides general information and referral needs on topics related to ongoing issues. ➤ Prepares and sends out information packages to clients/referring parties on particular topics related to other KSCS programs. ➤ Makes self fully aware of all KSCS and or community programs, his/her eligibility requirements, competencies and strengths.
Provides initial crisis Intervention services (Cont'd).	<ul style="list-style-type: none"> ➤ Informs the referring party of the outcome of referral. ➤ Tracks referrals on an as-needed basis. ➤ Provides follow up with clients who have not successfully connected to services and ensures that services can be met for the client's needs. ➤ Provides back-up support to Case Workers and support workers in the event the worker is not readily available. ➤ Provides feedback if worker identifies community needs and trends.
Maintains and update data entry in Case Management Recording System.	<ul style="list-style-type: none"> ➤ Works with all Support and Prevention workers and Team Leaders to ensure accuracy of files/clients being assigned to workers and maintains Case Management Recording data entry of who is providing services to clients. ➤ Enters all client data information into Case Management Recording System. ➤ Opens files for Case Workers. ➤ Ensures caseload summaries are prepared by Case Worker for Intake Worker and After Hours Worker.
Performs any other job-related duties as may be required by the immediate Supervisor.	

COMMUNICATIONS	
Team Work:	➤ Commonly requires a level of collaboration and cooperation to get work or projects complete.
Advising:	➤ Frequently provides information that must be understood and explained.
Training:	➤ Occasionally required to train or give information to stakeholders or clients.

ENVIRONMENTAL FACTORS	
Types of Schedule:	➤ Regular work week, occasional flex.
Stress Factor:	➤ High stress in the job.
Deadlines:	➤ Some tight deadline (unplanned).

ACCOUNTABILITY	
<ul style="list-style-type: none"> ➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives. ➤ To provide trustworthy, professional and effective intakes services to clients of KSCS. ➤ To ensure that well-documented assessments and researches are incorporated into appropriate files. ➤ To engage with referring parties in a professional and collaborative manner. ➤ To answer phone calls with empathy and tack and ensures follow through. ➤ To provide accurate and timely data entries into Case Management Recording System. ➤ To maintain confidentiality practices. 	

QUALIFICATIONS	
Education and Experience	<ul style="list-style-type: none"> ➤ Bachelor's Degree in Social Science or health-related discipline, with one (1) to three (3) years previous work experience in a social service environment or in a support capacity. ➤ College (DEC) in Social Science or health-related discipline, with three (3) to five (5) years previous work experience in a social service environment or in a support capacity. ➤ Minimum High School with five (5) years or more related work experience and/or training may be considered.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Excellent computer and typing skills (MS Word, Excel, Outlook). ➤ Willingness to learn and be challenged. ➤ Must be willing to attend training and upgrade skills, as necessary. ➤ Ability to multitask and team work. ➤ Ability to deal with crisis situation. ➤ Ability to offer counselling to individual and families. ➤ Good interpersonal skills (works well with others). ➤ Ability to work with minimum supervision. ➤ Detail oriented, good planning, organizational and time management skills. ➤ Demonstrated interest in the community of Kahnawà:ke . ➤ Ability to deal with high stress. ➤ Willingness to learn and be challenged. ➤ Valid driver's license and access to a vehicle are a requirement. ➤ Ability to work hours based on the work requirements, which may include evenings and weekends. ➤ Lifestyle must reflect that of a positive role model.
Assets	<ul style="list-style-type: none"> ➤ Knowledge of Kanien'keha and French.

Immediate Supervisor

Incumbent

Date