

JOB POSTING

Job position:	Intake Worker
Reporting to:	Settlement & Resettlement Manager
Location:	Brandon
Type of employment:	Full-time, permanent
Hours:	37 hours per week, within the hours of 9am to 5pm, Monday-Friday, evening and/or weekends may be required
Pay range:	\$18.10-20.10 per hour, depending on qualification and experience

SUBJECT TO FUNDING

Primary Function

The Intake Worker is responsible for client intake including gathering of background information, conducting needs assessment and referral to internal programs.

Essential Functions + Responsibilities

- Screen new clients for initial assessment purposes, identify needs, background information, preference of language of services, determine the eligibility for settlement program
- Based on initial assessment, create a client file in the database and on paper, refer client to internal program staff based on identified needs and eligibility
- Maintain and update database
- Maintain and update paper files
- Effectively track and provide accurate reporting for supervisor, submit a monthly statistical report to the Settlement & Resettlement Manager
- Maintain client confidentiality at all times
- Follow organizational standards and regulations during interactions with clients and when working on behalf of the organization in the community
- Promote agency programs and services to individuals and other service providers contacting the site, directing potential partners to appropriate agency contact for further development
- Responsible for distribution and compiling client satisfaction surveys and feedback forms
- Actively participate in the professional development initiatives
- Work as part of a team by attending regularly scheduled staff meetings to address client and organizational needs
- Develop and prepare newcomer settlement packages for distribution to newcomer families
- Provide assistance and Support to staff as requested
- Other duties and responsibilities may be assigned

Knowledge, Skills and Abilities

- Education (2 years) and experience as a social service worker
- Experience in working with newcomers (immigrants and refugees)
- Able to work in a culturally diverse environment
- Organizational and time management skills
- Additional languages are an asset
- Excellent oral and written communication skills

Physical Demands

- Light lifting on occasion

Basic Qualifications

- Post-secondary education and /or related experience as a social service worker

If you are interested in this position, please send a reply with a cover letter and resume by email, to: hr@westmanimmigrantservices.ca

Deadline to apply March 16, 2022