



Employment Opportunity

Punjabi Community Health Services

Job Title: Intake Specialist	Date Posted: December 4, 2023	Position Type: Full Time
Job Posting # INT-SPL-030/2023-24	Date Closed: December 15, 2023	Reports to: Director Of Operations

About Organization:

Punjabi Community Health Services (PCHS) is a pioneering, nonprofit, charitable organization serving the diverse populations of Brampton for 33 years. Our services incorporate addiction support, mental health assistance, geriatric care, health promotion, domestic violence intervention, parenting support, settlement services, and programs for women, children, and youth. PCHS is renowned for its innovative community development efforts and Integrated Holistic Service Delivery Model. We hold accreditation from the Commission of Accreditation Rehabilitation Facilities (CARF) International and Imagine Canada, and we are sensitive to the 2SLGBTQ community.

About Position:

The Intake Specialist will be the first point of contact for individuals and family members walking into the office and or calling in to seek information and services related to mental health and addiction issues. Staff will provide appropriate information about PCHS Programs to connect the clients with available services. Also, they will provide information about resources and appropriate referrals to external mental health and addictions services, as appropriate. Staff is required to offer accurate, user-friendly information, conduct intake assessments to determine applicants' eligibility for PCHS Programs, and provide short-term support to individuals/families experiencing mental health and addiction issues.

Qualification, Experience and Skills:

- University degree/college diploma or equivalent combination of education and experience in the social work field
- Minimum 2 years of experience working with individuals presenting mental health and addiction concerns, concurrent disorders, and other well-being of equity-deserving populations.
- Knowledge of OCAN, GAIN SS, Columbia SSR, LOCUS, or other mental health and addiction assessment tools is an asset.
- Knowledge of local mental health and addiction services is required.
- Excellent verbal and written communication skills and ability to multitask; completing intake on the phone and taking notes, setting up virtual/in-person short-term case management sessions with the clients.
- Ability to create a sense of optimism towards individuals and families experiencing mental illness and concurrent disorders.
- Demonstrated ability to assess individual and family situations and determine the appropriateness of PCHS programs and services.
- Ability to work under pressure, independently, and within a team environment.

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- Working skills in MS Word, Excel, PowerPoint, Web browsing, and email
- Familiarity with Cloud technology, CRMS, and Share-Point is an asset.
- Superior time management skills, multitasking, and ability to prioritize tasks with minimal supervision.

Requirements:

- A satisfactory Vulnerable Sector Screening (Criminal Record Check) report
- Valid driver's license, access to a vehicle with valid insurance
- Fluency in South Asian languages (Punjabi, Hindi, and Urdu) is an asset.
- Current CPR/ First-Aid certification
- Vaccines (COVID-19 and others) are a job requirement unless you have an exemption on a medical ground under the Ontario Human Rights Code.

Duties and Responsibilities:

- Respond with compassion and empathy to callers and walk-in clients for mental health and addiction services.
- Manage the inquiry process. Provide information about PCHS services to individuals and Families.
- Complete an intake assessment that identifies the client's needs.
- Link the individuals and families to PCHS programs or refer them to external mental health, addiction, or other services, as appropriate.
- Screen, assess, and triage all calls and walk-in clients to appropriate programs
- Accurately record client information in the PCHS data management system
- Provide education and information on mental illness, addiction issues, available programs, services, and support to the clients and their families.
- Establishing a follow-up plan for clients as required
- Ensure that all client documentation is maintained in a comprehensive and timely manner as per PCHS standards.
- Work effectively and collaboratively with PCHS program teams and external referees/ resources to best support the clients.
- Providing short-term case management services to the clients as appropriate.
- Linking clients and families with external service providers, as required, document the process, and follow up to ensure clients connect with the appropriate services.

Hours: Full Time, 37.5 hours per week
(Some evenings and weekends work is required)

Position to commence: January 2024

Please submit your resume by **December 15, 2023**, to the Hiring Committee at:

E-mail: hr@pchs4u.com

Employment Opportunity

Please add Job Posting # INT-SPL 030/2023-24 to the email subject line and cover letter.

PCHS offer an attractive and rewarding work environment. We appreciate the interest of all applicants, but only those under consideration will be contacted for an interview.

PCHS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, persons with disabilities among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources at hr@pchs4u.com