



Punjabi Community Health Services

Employment Opportunity

Job Title: Intake Specialist	Date Posted: July 30, 2019	Position Type: Full Time
Job Posting # INT-SPL-004/2019-20	Date Closed: August 9, 2019	Report to: Supervisor, Mental Health

About Organization:

Punjabi Community Health Services (PCHS) is a pioneer community based not for profit, charitable organization. PCHS has been fulfilling needs of the diverse communities for 29 years by providing services in the areas of addictions, mental health, geriatric, health promotion, domestic violence, parenting, settlement and services for women, children and youth. PCHS has a number of research studies to its credit and is recognized as an innovative organization for community development and for its Integrated Holistic Service Delivery Model. PCHS is accredited. PCHS is a 2SLGBTQ sensitive organization.

About Position:

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 about mental health and addiction issues. Staff will provide appropriate information about PCHS Programs and referrals to local mental health and addictions services. Staff is required to offer accurate, user-friendly information, conduct intake assessments to determine applicants' eligibility for PCHS Programs, and provide short term supports to individuals/families experiencing mental health and addiction issues.

Qualification, Experience and Skills:

- University/College education or equivalent combination of knowledge and experience in the social work field
- Minimum 2 years of experience completing assessments/working with individuals with serious mental illness and addiction issues, concurrent disorders and priority populations
- Knowledge of OCAN and LOCUS assessment tools is an asset
- Knowledge of local mental health and addiction services is an asset
- Excellent verbal and written communication skills and ability to multitask; talk on the phone and take notes
- Ability to create a sense of optimism towards individuals and families experiencing mental illness and concurrent disorders
- Demonstrated ability to assess individual family situations and determine the appropriateness for PCHS programs and services
- Ability to work under pressure, independently and within a team environment
- Working skills of MS Word, Excel, PowerPoint, Web browsing and email
- Familiarity with Cloud technology and Share-Point is an asset
- Superior time management skills, multitasking and ability to prioritize tasks with minimal supervision

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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 skill) is an asset
- Current CPR/ First-Aid certification

Duties and Responsibilities:

- Respond with compassion and empathy to callers and walk-in clients
- Manage the inquiry process. Provide information about PCHS services to individuals and Families
- Link the individuals and families to PCHS staff or refer to external mental health and addiction services
- Screen, assess, and triage all calls and walk –in clients to appropriate programs
- Accurately record client information in the PCHS data management system
- Complete an intake assessment that identifies the client's needs
- Provide education on mental illness and support for the family of the client
- Establishing a follow-up plan for clients as required
- Ensure that all client files maintained in a comprehensive and timely manner as per PCHS standards
- Work effectively and collaboratively with program teams, internal and external to PCHS
- Those clients and families, who may require services which PCHS does not offer must be linked with external service providers and documented

Hours: Full time, some evenings and weekends work is required

Position to commence: August 26, 2019 or earlier

Please submit resume by **August 9, 2019** to the Hiring Committee at:

E-mail: jasmin@pchs4u.com

Please add Job Posting # INT-SPL-004/2019-20 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 jasmin@pchs4u.com