

# Employment Opportunity

<b>Job Title:</b> Intake Worker  <b>Job Posting # INTK/SP-028/2021-22</b>	<b>Date Posted:</b> November 16, 2021	<b>Reports to:</b> Supervisor – Newcomer Settlement Programs  <b>Position Type:</b> Full Time
	<b>Date Closed:</b> November 25, 2021	

## About Organization:

Punjabi Community Health Services (PCHS) is a pioneer community-based not-for-profit, charitable organization. PCHS has been fulfilling the needs of diverse populations for 31 years by providing services in addictions, mental health, geriatric, health promotion, domestic violence, parenting, settlement and services for women, children and youth. PCHS has several research studies to its credit and recognized as an innovative organization for community development and its Integrated Holistic Service Delivery Model. PCHS is accredited. PCHS is a 2SLGBTQ sensitive organization.

## About Position:

Intake Worker position is responsible to conduct initial intake and needs assessments for all the incoming phone calls and drop-in clients for the Settlement Program funded by the Immigration, Refugees and Citizenship Canada (IRCC); complete intake/assessment forms; register clients into the program and organize client documentation.

## Qualifications and Skills:

- Diploma in social work or equivalent educational qualifications in relevant field
- 3 years of experience in settlement services preferred
- Understanding and knowledge of the diverse populations
- Experience working with immigrants and newcomers from various communities
- Ability to conduct client intake and organize client documentation
- Excellent computer skills with advanced proficiency in Microsoft Office
- Familiarity with Cloud technology and Share-Point is an asset
- Demonstrate verbal and written communication skills and the ability to communicate information to a variety of stakeholders effectively
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Ability to work independently, as well as in a team

## Requirements:

- Required fluency in South Asian languages (Punjabi, Hindi and Urdu)
- Must possess a valid Ontario Driver's License, have regular access to a reliable vehicle and provide proof of adequate vehicle insurance
- A satisfactory current Vulnerable Sector Screening (Criminal Record Check) report
- Current CPR and 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.

## Punjabi Community Health Services

---

### **Responsibilities and Duties:** *(but not limited to)*

- Screen clients for initial assessment, identify needs, background information, determine the eligibility for settlement program
- Based on initial assessment, create a client file in the database and on paper, refer client to the settlement counsellor
- Maintain client appointments
- Provide full range of settlement services information to new immigrants and newcomer families if assigned by the Settlement Counsellor
- Responsible for distribution and compiling client satisfaction surveys and feedback forms
- Responsible for follow-up with clients as directed by the settlement counsellors
- Maintain inventory control of resource materials and other necessary documents and supplies for the settlement program
- Statistical data collection and summarize; day-to-day record keeping
- Participate in team meetings, staff meetings and committee meetings as required
- Abide to the internal policies and procedures of the organization and to the privacy and confidentiality of the client's information
- Other duties as assigned

### **Organizational Responsibilities:**

- Actively contribute to the mission, vision and values of PCHS
- Follow the organizational Code of Ethics and professional standards of your certification and your position in the organization
- Adhere to the policies and procedures of your program(s) and organization
- Perform the duties outlined in this job description
- Contribute in a positive way to the overall success of the program and organization
- Participate in the establishment of program goals and objectives and set service priorities based on it
- Demonstrate a positive and professional attitude when representing the organization in the community
- Actively encourage the involvement and empowerment of clients/ survivors
- To follow the direction of the Joint Health, Safety & Wellness Committee in compliance with the Occupational Health and Safety Act (OHSA)

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

**Position to commence:** December 13, 2021

# Employment Opportunity

Punjabi Community Health Services

---

Please submit your resume by November 25, 2021 to the Hiring Committee at [hr@pchs4u.com](mailto:hr@pchs4u.com)

Please add Job Posting # INTK/SP-028/2021-22 to the email subject line and cover letter.

PCHS offers an attractive and rewarding work environment. We appreciate all applicants' interest, 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, 2SLGBTQ, persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that comply 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](mailto:hr@pchs4u.com)*