

Position Title: Intake Worker

Department: Integrated Employment Services

Location: Windsor, Ontario / Multiple Locations

Reports To: Program Coordinator / Program Manager

Employment Status: Full-Time

Schedule: Monday to Friday, 35 Hours per week. Flexibility may be required based on program needs.

Job Summary

The Intake Worker is the first point of contact for individuals entering Ontario's Integrated Employment Services (IES). This role ensures a consistent, high-quality intake experience aligned with provincial standards and local Service System Manager (SSM) processes and guidelines. Responsibilities include eligibility screening, standardized assessments, booking appointments, actioning SSM and self-referrals, supporting outreach, initiating employer collaborations, completing IES-specific data entry such as checkpoints and service documentation as well as various administrative duties. The successful candidate will be required to participate in a rotational schedule to provide coverage across all current Integrated Employment Services locations, including Downtown, Roundhouse, Amherstburg, and LaSalle.

Key Responsibilities

Intake, Eligibility & Registration

- Conduct structured intake interviews following IES and SSM protocols.
- Determine client eligibility for IES-funded services based on MLITSD criteria.
- Register clients in the designated case management system (e.g., EOIS-CaMS or SSM-approved platform).
- Collect and verify required documentation (ID, education, employment history, OW/ODSP status).
- Explain client rights, responsibilities, and consent requirements.
- Book intake, assessment, and follow-up appointments using SSM-approved scheduling tools.

Standardized Assessment & Triage

- Administer the IES Common Assessment or SSM-approved assessment tools.
- Identify employment readiness, strengths, barriers, and service needs.
- Assign clients to the appropriate service stream (Self-Service, Assisted Services, Specialized Supports).

- Flag clients requiring enhanced supports such as mental health services, housing assistance, or crisis intervention.

Service Navigation, Referrals & Appointment Coordination

- Provide clear information about IES service components, including counselling, training, job development, and apprenticeship pathways.
- Action client referrals by initiating internal and external service connections in accordance with SSM protocols.
- Facilitate warm hand-offs to Employment Counsellors, Job Developers, and community partners.
- Schedule appointments with internal staff and external partners as needed.
- Track referral outcomes and follow up to ensure clients are successfully connected to services.
- Refer clients to complementary community supports such as LBS programs, settlement services, childcare, transportation, and financial supports.

Outreach & Community Engagement

- Attend and support outreach activities such as job fairs, community events, information sessions, and partner meetings.
- Represent the organization and IES program in a professional, welcoming manner.
- Provide on-site intake support during outreach events when required.
- Share program information with community agencies, service partners, and potential clients.

Employer Engagement & Collaboration

- Initiate employer collaborations by identifying employer needs and connecting them with internal Job Developers or employment teams.
- Support employer-facing events by assisting with registration, client coordination, and information sharing.
- Promote IES services to employers during outreach activities or community events.
- Document employer interactions and ensure follow-up is completed by the appropriate team member.

Documentation, Checkpoints & IES Data Entry

- Maintain accurate, timely, and complete client records in accordance with SSM and MLITSD requirements.
- Assist with completing IES checkpoints, ensuring all required fields, milestones, and service interactions are documented.

- Enter assessment results, service plans, referrals, and follow-up actions into the case management system.
- Ensure data integrity, accuracy, and compliance with provincial privacy legislation.
- Enter data into the Jobs Portal and internal database on a regular basis.
- Monitor upcoming checkpoints and follow-up requirements to ensure timely completion.

Client Experience & Customer Service

- Deliver a welcoming, inclusive intake experience.
- Assist clients with digital literacy needs, including navigating online forms and job search tools in the Resource Centre
- Manage walk-ins, scheduled appointments, and high-volume intake periods with professionalism and empathy.
- Provide timely responses to client inquiries and follow-up requests.

Required Skills & Competencies

- Strong interviewing, assessment, and active listening skills.
- Knowledge of Ontario's employment services system, including IES and SSM processes.
- Ability to manage scheduling, appointment coordination, and referral workflows.
- Comfort participating in outreach and community engagement activities.
- Understanding of employer needs and basic labour market trends.
- High attention to detail, especially in data entry and checkpoint documentation.
- Proficiency with case management systems and digital scheduling tools.
- Cultural competency and experience supporting diverse populations.
- Ability to maintain confidentiality and navigate sensitive conversations.

Education & Experience

- Diploma or degree in Social Services, Human Resources, Employment Counselling, Psychology, or a related field.
- Experience in employment services, social services, or client-facing roles.
- Experience with outreach, community engagement, or employer relations is an asset.
- Training in trauma-informed practice, motivational interviewing, or crisis intervention is beneficial.
- Experience with Ontario Works, ODSP, or other government-funded programs is helpful.

How to Apply

- Submit your cover letter and resume to careers@westofwindsor.com or alejandrov@westofwindsor.com. WEST of Windsor Inc. values diversity and encourages all qualified individuals to apply!
- Only Candidates selected for an interview will be contacted.
- Number of openings: 1
- Wage: \$21-\$23 an hour