

**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.

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## 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.

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## 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.

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## **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.

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## **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](mailto:careers@westofwindsor.com) or [alejandrov@westofwindsor.com](mailto: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