



## **Intake Worker Job Description**

### **JOB SUMMARY:**

Under the direction of the Program Coordinator, the Intake Worker is the primary point of contact and source of information for all applicants and participants. The individual will conduct their job duties in line with the organizational mandate, to improve the employability of visible minority and newcomer women.

### **THE INTAKE WORKER WILL ASSUME THE FOLLOWING DUTIES AND RESPONSIBILITIES:**

The duties are subject to change based on community need.

- Conduct consultations/ needs assessments with clients to assess their employment plan based on needs identified.
- Perform referrals to appropriate services based on client assessment.
- Facilitate client access to services that will include, but not limited to; appointments, interpretation, translation of documents, completing applications/forms, written correspondence.
- Provide clients with information on the labor market, in order to assist them with connecting to the Canadian work environment, mentorship, job searching, networking and employment.
- Communicate and deliver services in a supportive and culturally sensitive manner.
- Develop and implement workshop evaluations.
- Operate a multi-line telephone system to answer, screen, and forward telephone calls and take messages.
- Register clients and verify applications in accordance with established procedures.
- Schedule and confirm appointments, using manual/electronic system.
- Assemble data and prepare periodic reports (monthly, dynamic)
- Issue enrolment and attendance letters to authorized agencies at the request of the participants.
- Update the daily attendance and conduct regular follow-ups.
- Manage waitlists for WEST programs.
- Set up and maintain filing system; photocopy and collate documents for filing.
- Send and receive messages and documents using fax machine or electronic mail.
- Provide assistance and assist other staff members in accomplishing various tasks.
- Other duties as assigned

### **Qualifications:**

- Must have a community college diploma, or university degree in Business, or Public Administration, or experience in lieu of education
- Effective communication, organizational and time-management skills
- Must have strong typing and data management skills
- Must have good customer service skills and detail oriented
- Proficient in computer skills - MS Word, Excel, Outlook, PowerPoint and Internet
- Ability to work independently and a good team player.
- Flexible, dependable, and hardworking, sensitive to needs facing the unemployed
- 1 to 3 years related experience in office area is required



**Additional Qualifications:**

- 2-3 years of experience working with diverse populations including newcomers, immigrants and refugees.
- Strong communication skills (written and oral).
- Demonstrated an ability to maintain confidentiality and knowledge in privacy rights.
- Ability to communicate proficiently in a second language preferred
- Proven ability to work in changing environment and an ability to multi- task.
- Proven ability to work independently and maintain a supportive and cooperative environment with colleagues.
- Ability to communicate proficiently in a second language preferably Spanish or Mandarin

**Apply in writing with a cover letter and resume to: [careers@westofwindsor.com](mailto:careers@westofwindsor.com)**

***WEST Inc. reserves the right to hire during the posting period. We thank all candidates for their interest; however, only individuals selected for interviews will be contacted. Due to the large volume of applicants, we regret we cannot confirm that our office has received resumes.***

***(Accommodations available upon request)***