

Intake Coordinator

About Calgary Seniors' Resource Society

Calgary Seniors is a bold and visionary leader in the community that is both trusted and relied upon to provide essential and urgent services to seniors facing age-related challenges in Calgary. We balance social work when appropriate, and urgent supports when needed, while deeply engaging and building a network of community and volunteers to provide depth of care and connection that creates meaningful and effective change in seniors' overall well-being and quality of life.

Please visit calgaryseniors.org for more information.

Are you: PASSIONATE ABOUT SENIORS, CREATIVE, detailed, FLEXIBLE, responsive, ORGANIZED, patient, confident, COMPASSIONATE, efficient, personable, CURIOUS, level-headed, and a CRITICAL THINKER?

The Position: Intake Coordinator

The **Intake Coordinator** contributes to the success of the organization by ensuring client support services remain responsive to the direction and the needs of the clients and communities served by the Social Work Department and Programs (SeniorConnect and Outreach). SeniorConnect provides urgent social work response and assistance for older persons (60+) in the community of Calgary and surrounding areas. The primary goal of SeniorConnect is to support seniors by stabilizing urgent situations and connecting them to the services that will support them in building resiliencies to overcome barriers to independence and success in the future. Outreach provides long-term social work case management for seniors (65+) in NE Calgary. The primary goal of Outreach is to providing assessment, engagement, referral and supports, and longer-term case management social work and aligned services to seniors living in the community.

Key Accountabilities and Deliverables

The **Intake Coordinator** ensures effective service delivery, a high standard of practice and continuous quality improvement for client service areas within the Social Work Department and Programs. The **Intake Coordinator** will deliver upon this vision by providing intake, assessment, engagement, referrals, and support to vulnerable seniors through a trauma-informed, strengths-based, client-centred lens deeply rooted in a belief system and culture of kindness.

The **Intake Coordinator** will be responsible for:

- Triaging high call volume, prioritizing callbacks, and assessing the fit and nature of referrals within the SeniorConnect and Outreach programs.
- De-escalating clients experiencing a crisis or heightened emotional state.
- Completing holistic psychosocial initial assessments to assess the immediate and long-term needs of clients accessing the SeniorConnect and Outreach programs.
- Facilitate intake meetings to discuss new referrals, cold calls, and cases to be assigned to caseworkers.
- Maintaining extensive and current knowledge of older adult-specific community resources.
- Provide referrals to supportive services to meet client needs.

- Providing limited case management support (over the phone or in-person) to clients that do not need case worker support.
- Maintaining accurate and current client records.

Education, Experience, and Skills

The ideal candidate will have the following qualifications and skillsets:

- Degree or diploma in Social Work (preferred); or relevant degree or diploma in a related Human Services field.
- Two to three years of experience in the social/human services field with experience in an intake role.
- Strong familiarity and knowledge of local community resources, especially those related to senior services.
- Proven ability to communicate effectively over the phone.
- Ability to stay organized in a fast-paced environment.
- Excellent attention to detail and accurate record keeping.
- Ability to assess and prioritize the needs of seniors based on urgency and severity and directing resources appropriately.
- Working knowledge of trauma-informed practice, strengths-based and client-centred social work approaches.

Bonus Points if you have:

- Current ASIST certification.
- Current NVCI certification.
- Ability to fluently speak a second language.

Working Conditions

- Will work in a combination of environments, including an office and occasionally client homes and in the community.
- A fast-paced and demanding work environment that provides services to vulnerable seniors experiencing a crisis.
- Physical demands include but are not limited to the following: capable of handling work routine of climbing multiple flights of stairs, walking, and standing for extended periods, plus routine physical activities associated with performing extended periods of computer work.
- Psychological demands include but are not limited to working in an environment with vulnerable persons experiencing a crisis (risk-assessment for suicide and safety, disclosures of elder abuse, etc.).
- This position may require you to use your own vehicle for work-related use. Candidates must show proof of a Class 5 driver's license, a personal vehicle, and valid insurance.

Details

- Works a standard work week (37.5 hours/week), primarily Monday – Friday.
- Participates in a rotating, weekend/holiday on-call schedule (time in lieu provided).
- Salary range: \$50,000.00 - \$55,000.00 (annually).

- Competitive health, vision, and dental package and the option to enroll in registered pension plan (with 3% employer contribution) available after successful completion of standard three-month probationary period.
- Three weeks annual holiday and 12 sick days (all prorated based on start date).

Please Note: that Calgary Seniors' Resource Society requires the successful candidate to provide a police information check (including a vulnerable sector search) as a condition of employment.

Our Staff & Values

Vision: Inclusive communities where people of all ages flourish.

Mission: To create, coordinate, and provide personalized client-centred support, services and connections that help older people in their aging journey.

Calgary Seniors' staff are Kind and Action orientated. They work collaboratively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of Ingenuity, discernment, and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision-making; and focus on outcomes for older persons facing age-related challenges in our city.

Next Steps

This position will remain open until a suitable candidate is found. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Please submit your resume *and* cover letter to:

Chris Cann, Manager Social Work

Email: calgaryseniorshiring@calgaryseniors.org