

INTAKE AND ASSESSMENT COORDINATOR

INTAKE AND ASSESSMENT COORDINATOR, TRANSITIONAL HOUSING

The Intake and Assessment Coordinator provides a critical role in assessing and successfully accepting women for our housing programs. This role works directly with potential clients for acceptance into the program or provide referrals to more appropriate community resources. The Intake and Assessment Coordinator is the entry point into the YWCA Transitional Housing and Emergency Bed residential programs. This role also manages the overall program status sheet.

Coming with a deep understanding of women's issues, active addictions, mental health and domestic violence issues this position works with people where they are at and without judgement. To be a success in this position, you are proficient and empathic with strong organizational skills that allows you to be calm under pressure, think critically and work from a thoughtful, caring place.

WHAT MOVES YOU

- Supporting clients who are facing homelessness or are homeless
- Being organized and resourceful knowing of community resources for individuals
- Working from a harm reduction and a strength based approach

WHAT YOU'LL DO

- Process and assess prospective clients into the program using program assessment measures
- Monitor and manage the program status sheet
- Conduct meet and greet tours for potential clients of the residential programs
- Complete all intake documentation for clients moving into the housing programs
- Inform clients of their rights and responsibilities including the complaints and grievance process
- Develop plans to resolve issues related to barriers to securing housing and update records
- Advocate on the behalf of clients with other agencies or landlords when appropriate
- Collaborate with team mates and community partners involved in Housing First programs
- Manage database of clients, referral and client contact and keep accurate reporting systems
- Assist with tenant services such as rent collection as needed
- Keep up to date with practices and issues that impact clients such as homelessness, addiction, domestic violence, and mental health

WHAT YOU'VE DONE

- Bachelor's Degree in Social Work , Human Services or related field
- 2 years' experience in Human Services with visible minorities and vulnerable populations
- Knowledge of the "Housing First" philosophy and current housing models
- Current CPR and First Aid Certification, ASIST, Non-violent Crisis Intervention
- One year experience with Intake and program service eligibility assessment
- Ability to assess complex clients, supporting and referring to appropriate support services
- Ability to provide exceptional service and deal with difficult situations
- Ability to remain calm and address client with patience and a caring approach
- Highly competent in working with diverse and visible minorities populations
- Creative problem solver, good organizational, administrative and multi-tasking abilities
- Ability to work independently and collaboratively

As a condition of employment, YW Calgary requires the successful candidate to be fully vaccinated. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional case by case basis; YW Calgary will adhere with its obligations under the Alberta Human Rights Act."

If you want to work to change lives, we want to meet you.

Competition Number: **2021066**

Deadline: **November 12, 2021**

www.ywcalgary.ca/work-with-us

Apply today with resume, cover letter, and salary expectations to careers@ywcalgary.ca

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.