



Isolation Intake Coordinator Job Posting

TITLE: Intake Coordinator
HOURS: Full time, Monday to Friday
TERM: ending March 31, 2022
LOCATION: 777 Sargent
DEPARTMENT: Isolation
REPORTS TO: Isolation Manager
DIRECT REPORTS: None
HOURLY RATE: \$18.00 – \$23.00

The Isolation Site is a dedicated site where individuals who are homeless can safely and effectively be isolated and / or quarantined consistent with public health standards. The site provides shelter for those who have been tested for COVID-19 and have nowhere to self-isolate while they wait for their results, and for those who test positive for COVID-19 but do not require hospitalization.

POSITION SUMMARY:

In accordance with Main Street Project Inc.'s mission, goals, policies and procedures, the Intake coordinator functions as a member of a team in providing services designed to assist marginalized individuals and support them in meeting their basic needs and ensure their safety and well-being while involved with an MSP program.

MSP's Intake Coordinator is responsible for the collection of client information such as – client addresses, contact information, medical and social history, and collecting signed consent forms. The intake coordinator is the first point of contact for external referral sources, and therefore offers a high level of customer service.

KEY RESPONSIBILITIES

- Perform timely intake processes on referrals including completion of the referral forms and other relevant clients details if applicable
- Complete admissions paperwork
- Gather information about the client and create client records through the collection of personal information, medical history
- Create and maintain client records
- Answer phones and completes associated clerical tasks
- Request information from external agencies for assisting in client care
- Participate in multidisciplinary team meetings, providing relevant client information
- Maintain client database
- Answer phone and email inquiries
- Address client complaints or concerns; keep the onsite program manager up to date on all client interactions
- Compliance with all program policies and procedures
- Forward client intake information to the caseworker and clinical professionals for further assessment
- Assign client rooms and advise the caseworker and clinical team of the clients' arrival.
- Review client referrals to collect essential medical details to document and advise the caseworker and clinical team
- Consult with clinical team to determine fit, ensure the client meets the program criteria for receiving services
- Confirm collected details from the referral source and may utilize other resources to collect client information



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QUALIFICATIONS

- Two years' experience in human services, preferably working with adults challenged by homelessness, mental illness and/or chemical dependency
- Experience in an administrative role or medical office management role is considered an asset.
- Diploma and or a degree in medical office management, medical staffing, data entry or related field would be an asset
- Proficient computer literacy
- Excellent organizational and time management skills
- Ability to work with a client-centred care philosophy
- Ability to assess crisis and work in a crisis situation
- Ability to understand and comply with PHIA regulations
- Excellent communication skills, both verbal and written, and excellent listening skills
- Ability to communicate and work effectively in a multidisciplinary team
- Subscribe to philosophy of cooperation and continuity across programs, and of consideration and respect for clients
- Knowledge of Indigenous culture
- Knowledge of the effects of poverty and the determinants of health
- Ability to work effectively with clients displaying unpleasant and/or aggressive behaviour
- Demonstrated ability to apply Harm Reduction and Housing First philosophies in their day to day support of clients

ADDITIONAL REQUIREMENTS:

- Employees must present a current Criminal Record and Vulnerable Sector Search Certificate for employment at MSP. The employee is responsible for any service charges incurred.
- Valid CPR & Basic First Aid
- Non-violent Crisis Intervention and mental health first aid training is considered an asset
- Proof of being fully vaccinated against COVID-19 is required unless accommodated based on a medical contraindication, religion, or another prohibited ground for discrimination as defined under the Canadian Human Rights Act.

APPLICATION PROCESS:

When emailing your application, be sure to indicate the correct position information in the **subject line** when applying:

Submit required documentation to	<u>hr@mainstreetproject.ca</u>
Required Documentation	Resume, Cover Letter, Educational Requirement
Closing Date	December 8th, 2021
Subject Line	Intake Coordinator

Main Street Project recognizes the importance of building a workforce that is reflective of the community it serves, where culture, language and perspectives drive a high standard of care and service. Therefore, preference will be given to Indigenous people and those who reflect the people/population we serve. Applicants are asked to self-declare in their cover letter along with describing how they meet the above qualifications.

We thank all applicants but only those selected for an interview will be contacted.