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<b>POSITION TITLE:</b>	Shared Intake Worker
<b>REPORTS TO:</b>	Team Lead, Shelter
<b>POSITION TYPE:</b>	Full-time, Permanent
<b>LOCATION:</b>	Calgary, Alberta

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### What We Do:

Discovery House Family Violence Prevention Society provides a continuum of care and integrated wrap-around services to women and their children fleeing domestic violence. We facilitate transitional housing and offer longer-term, safe places for women and children to call home while they begin to rebuild their lives. Discovery House is about hope and healing using trauma-informed care practices.

### What Our Employees Love:

- 3 weeks of annual vacation to start
- Eligible positions can work from home up to 3 days per week with our Flexible Work Policy
- Additional time off – Sick Days, Wellness Days, and Professional Development Days
- Benefits Package and Employee and Family Assistance Program
- A dog friendly workplace
- We observe all General Holidays in Alberta (including the optional ones) and employees may substitute religious holidays for celebrations that are relevant to their cultural identity
- Our Committees – Health & Safety; Diversity, Equity, & Inclusion; Indigenous; and Social & Wellness
- Potlucks, celebrations, work-life balance, and plenty of fun

We are building towards an inclusive and equitable workplace that reflects the diversity of the communities we live in, creating the opportunity for every employee to reach their potential. We welcome applications from people in all underrepresented groups, believing we are at our best when everyone has a seat at the table. If you don't have all the qualifications for the position but are willing to learn, we invite you to apply. Accommodations are available upon request throughout every stage of our recruitment process.

### What You'll Do:

This is a specialized role that is a shared position with the Brenda Strafford Foundation, Home Heart Network (HHN) and Sonshine Community Services and is responsible for delivering general intake functions for clients referred to Second Stage Shelters in Calgary. The Shared Intake Worker is employed with Discovery House; however, the position reports to an operational committee comprised of a representative from each of the second stage shelters for the social-work component of the position. The Shared Intake Worker provides comprehensive assessment and appropriate screening to intake clients and will have a commitment to principles of client access and equity.

The Shared Intake Worker position provides high quality customer service in a manner that is sensitive to the needs of our diverse community. This role involves appropriate and comprehensive screening and assessment services to clients experiencing family violence.

- Provides strong links and professional partnerships with representatives from the three agencies of Home Heart Network, Discovery House, and Sonshine Community Services to ensure an efficient and coordinated approach to service delivery and referral
- Coordinate and maintain updated information on intake criteria in the three agencies and different program eligibility
- Coordinate with Emergency Shelters of Domestic Violence to receive all referred clients



- Attend Calgary Homeless Foundation Coordinated Access and Assessment (CAA) tables for singles and families to access and accept referrals of women and their children into second stage shelters
- Perform initial assessment, interviewing, and screening of referred clients to ensure program eligibility and fit
- Provide service navigation and referrals to income and crisis supports as necessary for women waiting for admission into second stage shelter programs
- Answer calls about the Intake Program, gather information from Emergency Shelters or potential clients, schedule interviews, assess clients' situations and eligibility to the Intake & Referral Program
- Prioritize client access to service in line with priority access policies for each program
- Maintain accurate and updated waitlists and report regularly on the wait times
- Assist in service and organizational process development for the intake program
- Provide feedback to the three agency representatives regarding the intake program
- Ensure accurate recording, maintenance, and security of any client records generated
- Maintain statistics as required by the three agencies
- Ensure that the confidentiality of clients is respected and upheld at all times
- Participate in partnering shelter agency meetings, as requested
- Engage fully with all three shelter teams to enhance relationships and access for families
- Enter case notes into Outcome Tracker in a timely manner
- Other duties as required

#### What You'll Bring:

- Bachelor of Social Work or other human services diploma or degree
- A minimum of 3 years of experience in assessment and referral for vulnerable populations
- Registration with ACSW or equivalent
- Valid driver's license and reliable vehicle required
- Demonstrated ability with computer programs including databases and Microsoft Office
- Knowledge of cultural and systems barriers in receiving services
- Understanding of trauma-informed practice and crisis management
- Knowledge of the Housing First model, Harm Reduction model, and women's shelters
- Understanding of the intersection between family violence, poverty, and homelessness
- Knowledge of community resources and legislation relevant to the operations of the program
- Ability to multitask and prioritize tasks while working with three different organizations
- Strong assessment and case management skills
- Exceptional planning and organizational abilities
- Ability to work independently and make decisions in the best interest of clients and organizations
- Strong interpersonal and communication skills

The successful candidate will be required to complete a Criminal Record and Vulnerable Sector Check and an Intervention Record Check.

#### TO APPLY:

Please send your resume and cover letter to [careers@discoveryhouse.ca](mailto:careers@discoveryhouse.ca) stating the job title in the subject line. We thank all applicants; however, only those selected for an interview will be contacted.

We acknowledge that we live, work, and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations (Bears paw, Chiniki, Goodstoney), the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.