



Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensures that we, as a work community, treat all with, inclusivity, innovation, collaboration, accessibility respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire a:

**Centralized Intake Worker  
1 – Full Time, Permanent (35 hours per week)**

**Reporting To:** Director of Community Support Services

**Purpose:**

As a critical first point of contact, the Centralized Intake Worker (CIW) is the gateway to SCHC's programs and services. Utilizing their program knowledge, skills and judgment, the CIW will review and prioritize all referrals, respond to program/service inquiries, as well as ensure that the client intake/discharge processes are carried out in a timely, accurate and sensitive manner. The CIW will also make internal and external referrals, as appropriate, and act as a linkage for clients and patients across SCHC services and the broader healthcare system.

**Key areas of responsibility:**

- As the first point of contact for SCHC the CIW will:
  - Work in a fast paced environment independently and as part of a team.
  - Utilize critical judgment to determine the priority, urgency and types of service provision needed for new clients.
  - Ensure referrals for all SCHC services are complete, prioritized and classified by the urgency and level of care or support required.
  - Open new client files and complete the centralized intake documentation, including demographic and other required information in an accurate manner.
  - Ensure service requests and referrals are monitored so that all clients and families receive timely responses with follow up calls to determine if the care/service needs have been met.
  - Provide ongoing support and short-term coverage to Program Worker and Coordinators when needed.
  - Act as an initial and final point of contact for clients, their families and caregivers.
  - Assist with service/care transitions.
  - Utilize effective care coordination and communications strategies as required.

- Provide SCHC programmatic information to prospective clients, referring health care professionals and community members.
- Provide information about the spectrum of SCHC services to support smooth transitions of care and service from one point of care to the next.
- Manage client information and assist with ensuring it is up-to-date and meets SCHC documentation policy standards.
- Participate and attend agency wide committees.
- Perform other duties as assigned that are reasonable within the scope of the job.

**Preferred Qualifications (Knowledge, Experience):**

- Diploma or Degree from an accredited academic institution.
- Three to five years administrative experience in a healthcare or community setting.

**Essential Competencies (Skills and Attributes):**

- Oral and/or written fluency in other languages would be considered an asset.
- Advanced knowledge and proficiency with Microsoft Office (including Word and Excel), spreadsheets, PSS.
- Demonstrated knowledge of health care system as it relates to community support services.
- Demonstrated problem solving and critical thinking.
- Demonstrated time management and ability to work autonomously.
- Excellence in communication, partnership building and inter professional care commitment.
- Demonstrated commitment to continuous learning and professional development.

**Significant Working Conditions:**

- Hybrid work environment.

**Remuneration:** \$20.10 - \$23.14

**Pay Band:** K

**Please note:** All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

**Please apply in confidence to HR by email:** [Recruitment@schcontario.ca](mailto:Recruitment@schcontario.ca)

*We would like to thank all applicants; only those invited to interviews will be contacted.*

**Note:** Please quote CIW-FT in the subject line.

**If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.**

**SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+.**

**SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.**

[www.schcontario.ca](http://www.schcontario.ca).

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