



## **Intake Coordinator** **Position Description**

**Position Title:** Intake Coordinator

**Reports To:** Director, Children's Grief Centre

**Status:** 1.0 FTE, Permanent

**Position Summary:** The position is responsible for coordinating the client intake, consultation, and referral process for people seeking access to Hospice Calgary's community-based services (Children's Grief Centre and Living with Advanced Illness Centre). The position serves as the initial point of contact for clients and referral sources, prioritizing compassionate engagement, client assessment, effective case management, and navigation of both internal and external systems of support. The role requires strong assessment skills to support needs of clients and programs. The Intake Coordinator works closely with the Directors and counselling team(s) to facilitate responsive service delivery. The ability to prioritize competing demands as well as the ability to manage complex situations while maintaining accurate and ethical documentation is key.

The Intake Coordinator also serves as a resource to community professionals and is responsible for supporting client hospitality at the Centre. This position supports use of Jane system for client data and file maintenance and assists with reports and administration of outcome measurements.

The position contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures and is accountable and responsible for specific projects as assigned.

### **Primary Duties and Responsibilities:**

#### **Clients**

- Responds to calls from individuals and community partners seeking support; provides alternate resources and system navigation when necessary
- Provides initial consultation and assessment
- Triage referrals and manages waitlist
- Follows information gathering procedures (consent, collection, use, disclosure) and ensures ethical case notes and documentation while collecting intake data
- Schedules initial appointments with designated counsellor
- Informs clients of fee policies and procedures and waitlist status if applicable
- Responds to crisis situations in a professional and ethical manner seeking supervision and consultation when necessary
- Assists with coordination of service delivery for counselling team and Community Engagement Programs
- Collates client feedback for quality improvement initiatives

**Community**

- Responds to calls from community professionals seeking resources or consultation
- Collaborates with Directors and community partners to schedule and support education and professional development sessions
- Researches, develops, and maintains contacts and strong working relationships with referral sources
- Participates in community events and resource fairs as required
- Supports coordination of volunteers in collaboration with program staff

**Administration**

- Supports client hospitality in the client waiting area
- Provides cross-training for other staff on the intake process when needed
- Maintains statistics on client and community contacts as well as referrals
- Supports Directors, as needed, with data collection, collation, utilization, and outcome measurement and analysis
- Manages integrity of client data entry for organization's database and FCSS database
- Maintains administrative and client files
- Provides administrative support for programs
- Actively participates in team meetings
- Provides relief coverage at front reception
- Performs other duties as required

**Qualifications:**

- Diploma or Bachelor Degree in Human Services field (Social Work, Psychology, Child/Youth Care, or other relevant discipline)
- Excellent communication, facilitation, relationship, and interpersonal skills
- Ability to respond to client inquiries with compassion and without judgement
- Strong organizational and time management skills
- Solid computer skills with experience in Microsoft Office (Word, Excel, PowerPoint, Outlook), experience with Jane system an asset
- Passion for grief, hospice, and family centered care
- Ability to work individually and within a multi-disciplinary team environment
- Clear Criminal Record and Child Intervention checks

**Working Conditions:**

- Standard weekly office hours are required. Position requires a 11:30am – 7:30pm shift on Tuesdays or Thursdays
- Position works out Hospice Calgary SE office location in Deerfoot Meadows