



CLIENT INTAKE TEAM MEMBER JOB DESCRIPTION

JOB SUMMARY:

The Client Intake Worker is the frontline contact with the Christmas Bureau of Edmonton's clients. The Client Intake Worker interviews clients and determines eligibility for services based on Eligibility Criteria as approved by the Christmas Bureau Board of Directors. The Client Intake Worker will maintain confidentiality and act professionally at all times according to the mandate, mission, values and code of ethics of the Christmas Bureau of Edmonton ensuring clients are treated with respect and dignity.

POSITION DUTIES:

1. Responsible for screening potential clients to ensure they meet the Eligibility Criteria as approved by the Christmas Bureau Board of Directors.
2. Maintains confidentiality of client information and records.
3. Reviews and approves client files as set out in the Christmas Bureau Eligibility Criteria.
4. Accurately enters client information in a centralized database.
5. Manages highly confidential and sensitive information with tact and diplomacy.
6. Maintain confidentiality of client information and records.
7. Delivers client service in a non-judgmental and non-discriminatory manner, sensitive to client and staff diversity.

REQUIRED SKILLS & EXPERTISE:

This position requires:

1. Work related experience in a Social Work environment dealing with clients.
2. Knowledge and understanding of Edmonton's homeless and working poor, including those on benefits.
3. Excellent multi-tasking and time management skills.
4. Ability to adapt to changing needs, including both internal and external environments.
5. Exceptional active listening skills and excellent attention to detail.
6. Excellent communication skills, oral and written.
7. Excellent keyboarding and data entry skills.
8. Ability to work independently, communicate at all levels with confidence and exercise sound judgment, tact and confidentiality in relation to clients and service agencies.
9. Ability to work in a fast-paced environment, prioritize and multi task.
10. Strong interpersonal skills and team player with a flexible and helpful attitude and outlook.
11. Experience in use of specialized software and general proficiency in the use of MS Office software.
12. Positive team player with a collaborative work style with all levels and team structures.

DESIRED OUTCOMES

- Christmas Bureau image and values are maintained and enhanced
- Christmas Bureau clients feel valued and respected
- All client files received are processed and decisions made on services within timelines provided
- Client services are provided within the guidelines established
- Christmas Bureau policy, procedures and strategic tasks are adhered to

SUPERVISION & ACCOUNTABILITY:

The Intake Worker will be accountable to the Executive Director of the Christmas Bureau of Edmonton through the Intake Team Lead.