



JOB POSTING

Intake Counsellor

About FHC: Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto's most dynamic neighbourhoods; Flemingdon Park, Fairview and Thorncliffe Park: FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Health Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement. We are primarily funded through the Ministry of Health and Long-Term Care/Ontario Health (formerly: Toronto Central Local Health Integration Network TC-LHIN).

At FHC, we know that health is about much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

Position Summary:

Reporting to the Manager, Chronic Disease and Mental Health. The Intake Counsellor conducts intake into our primary health care services, provides information on a wide range of support services, and makes referrals within and outside of Flemingdon Health Centre.

Employment terms: Regular Full Time, 35hrs /week (with the expectation of working some evenings and/or weekends)

Salary Range: \$51,987- \$61,828 per year along with extended health benefits and HOOPP pension plan

Reporting to: Manager, Chronic Disease and Mental Health

Location: Flemingdon site (May occasionally rotate across other sites i.e., Fairview & Thorncliffe Park)

Responsibilities:

General

- Provide culturally sensitive services to clients in person and virtually
- Complete accurate documentation, including in Flemingdon Health Centre's Electronic Medical Record, Practice Solutions (PSS)
- Provides reports as needed/required

Intake – New Clients

- Provide intake assessment and support to people living in the catchment area.
- Screen, enroll and orient new clients to the health centre services and programs.
- Provide information and supportive services to other referring agents and liaise closely with other service providers to ensure optimum delivery of services.

Navigation and Case Management Support

- Refers callers and community members to appropriate community resources and services
- Provide navigation support to clients as needed
- Provide brief crisis counselling to clients and community members
- Triage and support incoming requests for services and support SW team as required within the scope of the role

Community Outreach

- Promote Flemingdon Health Centre to external neighbourhood agencies and build strong working relationships with community agencies.

Internal

- Coordinate child-minding services at the Flemingdon site of FHC
- Coordinate interdisciplinary educational seminars
- Membership in FHC Committees and working groups
- Other tasks as required/assigned by supervisor

Qualifications/Requirements:

- BSW or equivalent education and experience
- Analytical skills to identify and resolve problems, assess client needs, formulate recommendations, develop appropriate service contracts, and determine actions to address the needs of the client
- Decision making skills to determine action required
- Crisis intervention skills
- Excellent communication skills, both written and verbal
- Excellent organizational and coordination skills to respond to fluctuating workloads and respond immediately to crises
- Excellent interpersonal skills to liaise with community professionals and FHC staff
- Social and multicultural sensitivity
- Vaccines (COVID-19 and others) are a requirement of the job pursuant to the Ontario Human Rights Code.

Note: This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining. For more details on benefits and entitlements, please refer to our collective agreement here:



<https://sp.ltc.gov.on.ca/sites/mol/drs/ca/Ambulatory%20Health%20Care%20Services/621-88231-22.pdf>

Application Deadline: September 17, 2023, by 5pm EST

Application Process: Interested and qualified individuals are invited to submit an application including a cover letter and resume online via this link:

<https://www.jobillico.com/en/job-offer/flemingdon-health-centre/intake-counsellor/12566908>

**We thank all applicants for their interest but regret that only those selected for an interview will be contacted.

We thank all applicants for their interest but regret that only those selected for an interview will receive acknowledgement. Please note that a criminal background check (vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.