



JOB POSTING

Job Title	Intake and Assessment Worker	Status	Part-Time
Program	SupportHER (4009)	Start Date	
Location	Brampton	Hourly Rate	\$23.59 - \$25.04
Hours	30 Hours weekly	Posting #	26-018-SHER
Schedule		Closing Date	Open Until Filled

EFry Hope and Help provides trauma-informed, inclusive and gender-responsive programs and services to support women and girls at risk or involved in the legal system in building stable lives.

We are recruiting a part-time Intake and Assessment Worker for our SupportHER program. The incumbent will be responsible for providing intake and assessment support to clients accessing the program. Assists clients in identifying risks, understanding their immediate needs, and accessing appropriate resources. Informs clients while awaiting case assignment and ensures timely, client-focused interventions to promote safety, stability, and well-being.

Reporting to the Program Manager, the worker must be available to work flexible hours.

KEY RESPONSIBILITIES:

1. Receive, review, and acknowledge all incoming referrals within established timelines (e.g., within 3 business days). Maintain a structured tracking system to document referral sources, acknowledgment dates, and follow-up actions. Ensure all intake information is complete, accurate, and aligned with program requirements.
2. Act as the initial point of engagement for clients, families, and external partners seeking services. Provide clear, compassionate, and trauma-informed communication regarding available programs, eligibility, and next steps. Ensure all inquiries are responded to in a timely and professional manner.
3. Complete brief triage assessments (15–30 minutes) to evaluate client needs, urgency, and presenting concerns. Apply established frameworks (e.g., FMS guidelines) to assess and classify risk levels. Document all findings thoroughly to support informed decision-making and service prioritization.
4. Record all client interactions, assessments, referrals, and follow-ups in accordance with organizational standards and confidentiality requirements. Ensure case notes are clear, objective, and completed in a timely manner. Maintain up-to-date and audit-ready client files.
5. Offer immediate support to clients awaiting assignment, including guidance, safety planning, and referrals to appropriate community resources. Respond promptly to client and stakeholder inquiries, advocating on behalf of clients where necessary. Ensure continuity of care during service gaps.
6. Manage and prioritize the client waitlist based on assessed risk levels and referral timelines. Conduct periodic reassessments to adjust prioritization as client needs evolve. Monitor service wait times and escalate urgent cases to ensure timely access to support.
7. Prepare and submit regular reports on referral volumes, waitlist status, and emerging risk trends to supervisors and leadership. Collaborate with internal teams and external service providers to coordinate care and ensure seamless service delivery. Participate in case discussions and multidisciplinary meetings.
8. Advocate for clients in navigating complex systems and accessing appropriate supports. Maintain current knowledge of community resources and referral pathways. Contribute to program evaluation and improvement initiatives, while actively engaging in ongoing professional development and training.
9. Perform other duties as required.

QUALIFICATIONS

- A degree and/or diploma in a related field with experience working with vulnerable populations; prior experience working with youth females is considered an asset.
- Ability to maintain and encourage confident assessment, counselling and program facilitation skills in order to engage, support, and interact with clients using a trauma-informed approach.
- Practical knowledge and experience facilitating gender specific and responsive programming.
- Thorough understanding of issues pertaining to youth and broad knowledge of community resources.
- Thorough understanding of client-focused counselling skills and role modelling approaches.

MANDATORY JOB REQUIREMENTS:

- Satisfactory Criminal Record Review (Vulnerable Sector Check).
- Standard First Aid / CPR certification.
- Evidence of a Tuberculosis Test in compliance with the TB Control Program.
- Ability to lift 30 pounds.
- Doctors note of fitness to perform the duties of the job.
- Valid Ontario driver's license, with satisfactory driving record (**Preferred**).

EFry Hope and Healing for Women is an equal opportunity employer and is committed to building a diverse workforce representative of those we serve. We strongly encourage applicants that represent those we serve and welcome applicants with non-traditional educational backgrounds and field experience. We are committed to a selection process and work environment that is inclusive and barrier-free. We encourage applicants to self-identify if they wish to do so.

To apply, please send your cover letter and resume to careers@efryhope.com with the position you are applying for as the subject line. This position is for an existing vacancy. The use of AI would not be used in screening applications.

We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.