

## **Job Description- Centralized Intake Worker**

The Centralized Intake Worker will work as an integral part of the Wood Buffalo Wellness Society and Housing First Team. Operating out of the Community Programs office in Fort McMurray, the Intake Worker will work with homeless clientele and with the Housing First agencies and staff to provide assessment, intake and screening on a case by case basis to all clients making application to the Housing First Program.

### **Job Description:**

#### **Responsibilities:**

- Responds to requests for information on Housing First programs from the general public, social service agencies, and potential housing applicants.
- Interviews and screens potential housing candidates including risk mitigation.
- Performs housing intake assessments
- Educated clients on Housing First Intake process, affiliate agencies and participant expectations.
- Assists candidates with completing required intake forms.
- Collects eligibility documentation and prepares client file.
- Adheres to legal obligations within FOIP and the Family Enhancement Act
- Maintains Housing Programs wait list.
- Completes monthly statistical reports on a timely basis.
- Develop case plan recommendations on all clients accepted to into the Housing First program
- Meet with clients and Housing First workers to transition clients into their Housing First agencies.
- Become very familiar with the RMWB Ten Year plan to end homelessness and proficient with the Housing First Program, mandate and procedures.
- Ensure client's confidentiality and client rights are respected at all times.
- Ensure adherence to Housing First mandate and procedures
- Maintain a working knowledge of all WBWS policies and procedures and adheres to these policies
- Be knowledgeable of all relevant community resources and be engaged within the community to support clients when accessing
- Referral and advocacy for clients to necessary supportive services (Employment programs, Income Support, Food bank, etc.).
- Communicates professionally and effectively within the Housing First team members, clients and professionals to develop case plans for clients
- Attends professional workshops and seminars to enhance skills.
- Keeps current in professional associations and required certifications.
- Submits monthly/quarterly/annual reports.
- Attends monthly Housing Team meetings and all other relevant program meetings as scheduled.
- Performs other program support duties as assigned.

#### **Miscellaneous:**

- Be familiar with emergency procedures and follow in case of emergency. <sup>1</sup>

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<sup>1</sup> Housing First Centralized Intake, July 2014

- Keep Supervisor informed as to any concerns relating to the WBWS.
- Keep informed of information relevant to Homelessness and applicable related areas in our area.