

Intake Link worker

Job Type: Full time, permanent, 9am to 5pm

Salary: \$28-30 per hour dependent on experience and skills

Office location: #104, 15023- 123 Avenue Edmonton.

General Description:

Jewish Family Services (JFSE) is a not-for-profit organization that has been serving the Edmonton community since the 1950s through a range of tailored programs. Our approach is client-centered, strength-based, inclusive, and based on Jewish values.

This position involves conducting intake calls with individuals aged 55 and older from diverse cultural backgrounds across Edmonton, as well as providing case management specifically for older adults within the Jewish community. A strong understanding of Jewish culture is considered an asset.

Strong communication skills, computer and Internet research skills, flexibility, excellent interpersonal skills, and the ability to work well independently and with the team are all required. Sensitivity to confidential matters and maintenance of confidential matters are essential.

Reports to:

- Older Adult Services Program Manager and Intake Coordinator

Relationships:

- Training and supervision conducted by Intake Coordinator
- Works collaboratively with other Intake workers, Case management assistants, Case and Outreach workers, Link workers, Interns, Home support administrators and home support workers, and volunteers.
- Works with the Operations Supervisor and the Receptionists on the program administration tasks
- Works with the Financial Administrator on relief fund allocations and accountability
- Supported by other team members as required and supports them in turn
- Responsive and mutually accountable to other client-service staff.

Specific Roles & Duties:

- Conduct client's intake and triaging the cases
- Providing case management when required, which will include:
 1. developing service plan, and its implementation;
 2. facilitate client access to both JFSE and community resources;
 3. communicate with community agencies or partners and identify additional or alternative services to provide referrals and maximize assistance for clients;
 4. follow-up in a timely manner on their client activities and progress relevant to service plan;
 5. advocate for the client inside and outside of the agency as requested.

- Maintain current and comprehensive knowledge of community resources through networking and community engagement, professional development
- Organize and manage client files, schedules, dates, and information
- Maintain client privacy and confidentiality during the entire process.
- Maintain client records and statistical data required by the agency to monitor the services being provided by the employee and fulfill the requirements for accountability imposed upon the agency by its funders and regulators.
- Participate in the staff and team meetings
- Proficiently use the phone, computers, copiers and scanners, fax machines and others to communicate and send documents to clients, colleagues, and other agencies.
- Proficiently use communication programs, such as Zoom and Google Meets for meetings with clients, colleagues, and other agencies.

Qualifications:

- Background in a Human Services program (Psychology, Human Resource, Social Work, Nursing, Anthropology, Human Ecology, Education, etc.)
- **Strong knowledge of Jewish culture**
- Familiarity with current community resources and service networks is an asset

Performance:

All Jewish Family Services staff have a responsibility to support the Jewish Family Services culture, brand and performance through individual performance, which includes:

- Demonstrate the organization's values and positively and appropriately represent its brand in all interactions, internally and externally.
- Act as a JFSE brand ambassador and, in each relationship, build through networking and providing service. The Jewish Family Services relationship, is at the forefront.
- Exhibit a professional and collegial attitude in the workplace.
- Demonstrate a positive attitude when approaching and engaging in day-to-day work and projects.
- Maintain regular check-ins with your supervisor to assist you in understanding expectations and setting personal goals.
- Participate in professional development and set learning goals.
- Adhere to all JFSE policies and procedures.
- Able to work independently, have demonstrated teaching skills and strong communication (written, verbal, and listening) skills.
- Computer proficiency and a working knowledge of Microsoft programs and Outlook required.
- Maintain files and documents in accordance with regulatory and agency requirements.
- Attend regularly scheduled department meetings and agency meetings.
- Maintain absolute confidentiality of all information pertaining to clients, families, and staff.

Start Date: Immediately

To Apply: Please submit your Resume and Cover letter to . In the Subject line of the email, please include Link worker/Case Management Assistant.

Closing Date: Until a suitable candidate is found.

We thank all candidates for their interest. Please note that only qualified candidates considered for an interview will be contacted.

JFSE is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status.