



JOB POSTING

Competition Number 2025-19

Union/Non-Union: OPSEU
Position: Intake Worker
Status: One (1) Permanent Full Time
Program: Addictions Services
Initially assigned to: 393 Oak Street West

Purpose:

The Intake Worker, who reports to the Program Manager, requires specialized expertise in concurrent disorders, mental health, and substance use conditions, as well as a foundational understanding of medication management. The role involves conducting initial assessments and managing the admission process for residents of the Residential Addiction Treatment Program. This includes screening applicants, gathering relevant histories, and identifying alternative resources when necessary. The Intake Worker collaborates with community agencies, the Nurse Case Manager, and support networks to ensure a smooth and efficient admission process, maintaining clear communication with applicants throughout.

Education and training:

- Proof of successful completion of a post-secondary education in Social Work, Social Service Worker, Mental Health & Addictions or Nursing and proof of registration with regulatory College, if applicable.

Requirements:

- A negative Police Vulnerable Sector Check
- A valid class G driver's license and proof of insurance
- Daily access to a reliable vehicle
- Current First Aid and CPR certificate required
- Current Non-Violent Crisis Intervention (NVC) training or willingness to obtain
- Current Applied Suicide Intervention Skills Training (ASIST) or willingness to obtain
- Able to lift at a minimum 20 lbs. from squatting to standing position
- Bilingualism (English/French) is required

Experience:

- Minimum 1-3 years of experience working with individuals at various stages of addiction recovery, including those with Concurrent Disorders, mental health, and substance use conditions.
- Experience in conducting initial assessments and screenings, gathering relevant histories, and determining client suitability for treatment services.
- Experience collaborating with community agencies, Nurse Case Managers, and other professionals to facilitate smooth and efficient client admissions.
- In-depth understanding of medication management and its role in the treatment of concurrent disorders, and familiarity with identifying and utilizing alternative resources when necessary.
- Knowledgeable in addiction and mental health services, including harm reduction strategies and resources for supporting individuals with concurrent disorders.
- Minimum 2 years related experience in case management, supporting vulnerable populations, including adults living with serious and persistent mental illness, acquired brain injury (ABI), addictions, or complex healthcare needs.

Knowledge/Skills/Abilities:

- Basic working knowledge of computer software.
- Ability to work cooperatively and independently with minimal supervision and as part of a team.
- Effective problem solving and decision-making skills.
- Proficient in managing challenging behaviors.
- Exceptional communication skills, both written and verbal, with a focus on client-centered care.
- Strong ability to conduct comprehensive screenings and assessments to evaluate service suitability.
- In-depth knowledge of community resources related to mental health, harm reduction, and addiction support.
- Knowledge and familiarity with relevant resources, including Mental Health, Harm Reduction, and Addiction Support organizations.
- Strong conflict resolution and crisis intervention skills.
- Working knowledge of trauma-informed care and social justice issues, including domestic violence, childhood trauma, and the intersectionality of race, class, 2SLGBTQIA+ identity, and gender in relation to substance use.
- Suitability to work with disadvantaged and challenging adults in a diverse environment
- Strong ability to build and maintain rapport with clients.
- Ability to uphold confidentiality in accordance with the Personal Health Information Protection Act (PHIPA).
- Working knowledge of the Mental Health Act, Residential Tenancy Act, and Health Care Consent Act.
- Experience applying the principles and practices of psychosocial rehabilitation.

Personal Suitability:

- Commitment to continuous learning
- Demonstrated commitment to client and family-centered care
- Willing to work flexible hours; days, evenings, weekends, and holidays
- Available to work outside of regular work hours at the manager's request
- Available to attend special events as required



<u>Selection Process:</u>	Candidates will be selected for the position based on their skill, ability, experience, and qualifications as identified in their resume
<u>Shift:</u>	Days, evenings, weekends, and holidays
<u>French Language Services Required:</u>	Bilingualism is required. If no bilingual candidates (both internal and external) meet the qualifications, unilingual candidates will be considered
<u>Salary:</u>	\$23.83 – \$29.03/hour \$43,370.....\$52,834 (*based on full-time hours)

***Send resume and cover letter via email
Please note the job Competition Number (see above) in the subject line of the email:***

careers@nbd.cmha.ca

CMHA-NBD promotes the principles of and adheres to the tenets of the Ontario Human Rights Code. We strongly encourage applicants with lived experiences, from Indigenous communities, people of all races, colors, ethnic origins, religions, disabilities, and sexual orientations to apply. We recognize that equitable access to employment is an agent in social change.