

## **INTERNAL/EXTERNAL POSTING**

### **INTAKE CLERK, YOUTH WELLNESS HUB ONE (1) PERMANENT FULL-TIME POSITION (35 HOURS/WEEK)**

**LOCATION:** Temporarily located at Maryvale, 3640 Wells Street, Windsor.

The Youth Wellness Hub is expected to be relocated to a new permanent location to be confirmed in 2022.

*Youth Wellness Hubs Ontario is opening a multi-service hub for youth aged 12-25 in Windsor-Essex. CMHA-WECHB is proud to support the Hub in joint leadership with HDGH, Maryvale, The Bridge, WECHC and United Way, and in collaboration with over 20 partner organizations. Supports and services provided at the Windsor-Essex Youth Wellness Hub (YWH) include, but are not limited to, mental health, substance use/addictions, primary care, employment/training, housing, skills and well-being activities, and other community and social services.*

Under the direction of the Operations Manager-YWH and alongside a coordinated service team, the Intake Clerk will be responsible for creating a welcoming culture, booking appointments, receiving and processing external referrals, reception duties, providing administrative support to management and staff, maintaining My Wellness Passport data base and clinical records and generating reports. A key component of this position will be assisting and engaging with the youth in completing an intake form through the My Wellness Passport.

The Intake Clerk will support and assist in creating a safe and accepting environment for youth (12-25 years old) with a special emphasis on the 2SLGBTQ+, Indigenous youth and other marginalized community youth.

Applicants with the ability to speak in other languages, including French, at the working proficiency or greater level are encouraged to apply and identify their spoken languages in their application. The Youth Wellness Hub will be open youth-friendly hours therefore this position will regularly work evening hours.

#### **Responsibilities and Duties:**

- Answers phone enquiries, takes messages, refers caller to appropriate personnel and provides information as requested
- Conducts administrative support activities, composing routine correspondence, preparing presentation materials, coordinating events/functions as directed by the YWH Operations Manager
- As the first point of contact, will welcome visitors/youth at reception in a professional manner and contributes to creating and maintaining a safe, welcoming, non-judgmental, and non-stigmatizing hub atmosphere
- Works alongside Peer Support Workers and other staff to welcome new youth and help them navigate services, including explaining and assisting with the digital registration process
- Works from a harm reduction and youth-centered approach
- Manage the voicemail and provides orientation to new staff re: phone system.
- Receives and processes external intake referrals
- Maintains the database and generates reports on a regular and consistent basis
- File information and maintain electronic client files.
- Maintain inventory of office and programming supplies and replenish as needed.
- Monitor the building security system
- Set up phone messages for reception
- Provides training on database as required
- Processes requests for records from third parties
- Provides feedback to staff team regarding individuals' feedback on service, programs or individual needs

*Community wellbeing is our sole focus.*

- Participates in the orientation of new staff, volunteers and students as required
- Facilitates community relationships
- Consult with the YWH Operations Manager regarding client complaints, serious occurrences, high risk situations, computer problems and conflicts that remain unresolved at other levels
- Read and write reports, takes minutes, prepares agenda items and understand manuals, program materials, policies, and procedures, etc.
- Assisting with the promotion of Youth Hub specific activities and events
- Actively participates in team meetings and contributes to ongoing program development
- Provide services at various locations within Windsor and Essex County (i.e. Leamington) as required
- Perform other duties as required by the organization or Operations Manager such as participating in community or YWH events.

### **Education and Skills:**

- Completion of at least a minimum of a two (2) year post-secondary program is required in a field deemed relevant to the employer (e.g., Human Services Diploma).
- One (1) years of related experience working in mental health with administrative experience and human resources or related field. Experience working with youth is an asset.
- Bilingual in English and at the Advanced Level French would be an asset.
  - Working proficiency in French or other languages is also considered an asset.
- Knowledge of anti-oppression and inclusion including knowledge of supporting 2SLGBTQ+ youth and creating positive spaces
- Knowledge and understanding of Indigenous peoples, culture and healing practices
- Effective oral and written communication skills; interpersonal skills.
- Strong time management skills
- Crisis management skills
- Exceptional confidentiality awareness skills are a requirement
- Ability to work independently and part of an interdisciplinary team
- Have comprehensive computer expertise in Microsoft Office and Google Drive, to prepare presentations, populate spreadsheets and data bases and prepare written reports
- Valid Ontario Driver's License and own means of transportation are required.
- **Full vaccination status is required in accordance with the agency's COVID-19 Vaccination policy. Providing proof of full vaccination status will be a condition of employment.**

### **Hours of Work:**

Thirty-Five (35) hour work week. The regular hours of operation at the Youth Wellness Hub are expected to be 9:00 AM – 7:00 PM, Monday to Saturday. Flexible hours are required to meet service needs. Shift premiums will be paid in accordance with Article 17.09.

**Salary range:** Grade 5, \$23.51 - \$28.60 per hour (Initial JJE Rating)  
Per 2018-2022 Collective Agreement

Please forward your cover letter and resume clearly stating how your skills and experience meet the position requirements, quoting posting reference **CMHA #01-2022 by 4:30pm, Tuesday, January 18, 2022** to [careers@cmha-wecb.on.ca](mailto:careers@cmha-wecb.on.ca).

*This position is posted per Article 15 of the Collective Agreement.*

*CMHA strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with CMHA.*