Impact NORTH SHORE | FORMERLY NORTH SHORE MULTICULTURAL SOCIETY

Job Posting

Position title:	**Client Intake Worker – On-call**
Department:	Settlement, Language and Employment
Program:	Settlement, Language and Employment
Reports to:	Centralized Intake Lead

Summary

The Client Intake Worker provides basic assessment, information, referrals, and support to all clients contacting the front desk using a variety of service delivery platforms (telephone, in-person and online). Responsibilities include program intake, registration, records management, client data entry, document translation, and administrative support. As the first point of contact for all Impact North Shore clients, the Client Intake Worker plays a key role in welcoming and onboarding clients to Impact North Shore services. This position reports to the Centralized Intake Lead and receives supervision from the management team.

Key Responsibilities

- Provides basic assessment, information, referral, and support using a variety of service delivery platforms.
- Assesses client eligibility for services and conducts appointment bookings, registration, intake, and waitlisting duties accordingly.
- Creates client records, conducts timely data entry (i.e. database, iCARE, ICM, other government databases) in accordance with funder requirements whilst observing all privacy and confidentiality policies.
- Generates monthly client and service reports and tracks service delivery as per funder and organizational requirements.
- Communicates with language, settlement, employment, and SWIS program managers and leads, as appropriate, to resolve client issues in a timely matter.
- Assesses and responds to clients in crises/presenting with visible trauma on the phone or in-person and provides immediate support, notifying others in the settlement team when a more in-depth service intervention is required.
- Reports urgent client concerns/issues to the Centralized Intake Lead and respective Service Area Manager immediately.
- Provides first language services, as required, to enhance the client experience, including providing interpretation and document translation support, as required.

- Participates in client outcome measurement and service promotion tasks as assigned.
- Attends and takes an active part in departmental and all-staff meetings.
- Ensures room booking systems, including Zoom room bookings, are well managed.
- Assists with office administrative tasks, as needed.
- Perform other duties as assigned by the Centralized Intake Lead and Service Area Managers (Settlement, Employment, Language and SWIS).
- Works collaboratively with the Front Desk team to ensure sufficient coverage of the desk, opens up the premises and sets up services for the day, secures the building at the end of the work day.

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of Impact North Shore.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are meet on time and according to agreed standards.

Qualifications

- Fluency in Mandarin or Farsi, including the ability to read, write, and speak will be considered an asset
- High school education and courses or experience in office administration.

- 2 years' experience in an office environment and experience in dealing with the public.
- Ability to function in a fast-paced environment and remain calm during periods of high demand.
- Ability to maintain focus while performing repetitive tasks.
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population.
- Proficiency with Microsoft 365 (Outlook, Excel, Word, PowerPoint, Teams, SharePoint), Zoom, document management systems, and client information databases (e.g., iSTEADY, iCARE, Moodle, DocuSign), with the ability to quickly learn new technologies.
- Strong organizational skills, attention to detail, and the ability to manage competing priorities in a fast-paced environment.
- Strong knowledge of community resources and services on the North Shore.
- Strong interpersonal, communication, and client service skills.
- Sensitivity to diverse cultural values and individual experiences.
- Ability to work flexible hours, including occasional daytime and evening shifts, to support program and service delivery needs.
- Ability to travel and work in person at community locations across North Vancouver and West Vancouver, as required.
- Experience working with newcomers.
- Excellent English language skills.
- Knowledge of settlement programming will be considered an asset.

Additional Information

Salary: $23.00 - $25.00 per hour commensurate with experience
Work Hours: on call
Work Schedule: Monday to Friday
Work Environment: In-office

Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "Client Intake Worker – On-call" – in the subject line and indicate where you found this job posting in your application email.

Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications, only short-listed applicants will be contacted