



*Multiplying Opportunities. Together*

## **Job title: Clinical Intake Coordinator (P24-02)**

**Status: Permanent, full time**

**Schedule: 35 Hours per week, Monday to Friday, Business Hours**

**Mainly in office (29-2450 Lancaster Road)**

**Annual Salary: 55,765\$ to 75,181\$**

Valor & Solutions is a bilingual non-profit organization based in Ottawa, which serves the Eastern Ontario region (Prescott-Russell, Stormont, Dundas & Glengarry, Ottawa and Renfrew County). Valor & Solutions offers services to adults with developmental disabilities or dual diagnoses who present with behaviours that challenge or complex medical needs. Valor & Solutions also hosts the Community Specialized Care Networks (RCSS) for the Eastern Ontario region.

In addition, Valor & Solutions offers support, coaching, consultations and recommendations to the person's support system. Using a person-centred approach, we provide the supports with the tools or strategies necessary to best support and increase the person's quality of life.

### **The Role of the Clinical Intake Coordinator**

Reporting to the Clinical Supervisor and using the professional resources from within the multidisciplinary team, the Clinical Intake Coordinator is responsible for establishing a professional and supportive first point of contact for new referrals and helps them in navigating and understanding the often-complicated system of supports as well as services. Strong communication and interpersonal skills are key to succeeding in this role. The Clinical Intake Coordinator assesses the needs of the individuals, coordinates the discovery process, offers short-term recommendations, and connects them to appropriate services offered through Valor & Solutions.

The role of Clinical Intake Coordinator is for you if:

- You have the knack for developing interpersonal relationships and building a solid network.
- You enjoy challenges that require critical thinking and creative problem solving.
- You have strong organizational skills and the ability to work independently to complete all administrative tasks needed to support the individuals and our waitlist.
- You have clinical and ethical judgment that always places the people we support at the heart of your actions.
- You seize opportunities to advocate for the individuals you meet.
- You are meticulous in maintaining records and respecting deadlines.
- You can conduct discovery meetings and single session services, understanding the needs, strengths, and goals of the individual and their supports.
- You enjoy working collaboratively to identify goals and provide recommendations that effectively address those goals.

### **Responsibilities**

- Screening and assessing persons being referred to Valor & Solutions for program eligibility and recommending other community resources as needed to referral source.
- Managing and performing timely intake process of referrals.
- Answer intake calls and emails and conduct discovery interviews.
- Explain Valor & Solutions' service philosophies and approach to referral source.

- Help with navigation and collaboration of multiple systems, acting as a liaison between individuals, families and supports, and service providers.
- Clearly communicate expectations regarding the model of service. Communicate with referral source regarding their expectations of our involvement and support.
- Create, maintain, and keep documentation related to actions taken as part of the discovery process, including filling out and filing discovery forms, maintain databases, generating reports, and maintaining timely correspondence.
- Ability to facilitate groups.
- Promote empowerment, choice and control and community inclusion of people with disabilities and their families.
- Work closely with Developmental Services Ontario-Eastern Region regarding persons being referred and ensure documentation in Government referral database (DSCIS) is maintained and updated.
- Work closely with the team to continuously develop and evaluate the intake process.
- Any other tasks necessary to achieve organizational objectives.

## Qualifications

- Bachelor's degree in Social Work, Psychology, or a related human services field.
- One to three years of experience providing interventions to adults with intellectual disabilities, and mental health disorders, or serious/challenging behaviours.
- Bilingual essential (French and English).
- A strong administrative background is essential to effectively manage the discovery process, including documentation, scheduling, and coordinating services.
- Demonstrated skill in establishing empowering and supportive partnerships with the person, their families and community supports.
- Ability to recognize non-verbal information when conducting interviews and assessments with the person, families and agencies.
- Demonstrated proficiency with MS office and databases.
- Requires the ability to travel across the eastern Ontario region. Requires reliable transportation, a valid Ontario drivers' licence and proof of agency requirements for automobile insurance.
- Must obtain and maintain a satisfactory Vulnerable Sector Police Check (within the last 6 months).

***Please send your application specifying the competition number (P24-02), by email, at [emplois-jobs@valorsolutions.ca](mailto:emplois-jobs@valorsolutions.ca).***

***We thank all applicants; however only selected applicants will be contacted.***