



CLINICAL INTAKE COORDINATOR/TEAM LEAD

1 Full Time Permanent Position
INTERNAL/EXTERNAL POSTING

DATE: April 30, 2021

LOCATION: Aurora, ON

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving over 5300 people and providing 1654 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind. In 2018 LOFT was a Nonprofit Employer of Choice™ Award (NEOC) recipient.

To help fulfill its mission, LOFT is hiring a **Clinical Intake Coordinator/Team Lead**.

JOB SUMMARY:

As the Clinical Intake Coordinator for Behavioural Supports Ontario in the Central LHIN, you will act as the first point of contact for Behavioural Support Services and will be responsible for receiving all referrals to Behavioural Support Services. Through a clinical review of referrals, you will triage all referrals, complete a comprehensive Intake Assessment, and ensure referrals are directed to the most appropriate service for the clients and their care partners. You will also assist in crisis intervention, risk management, and urgent care planning as required. You will maintain the waitlist according to program policies and provide support to those individuals on the waitlist for service. Additionally, you will liaise with community agencies, other practitioners and key partners to coordinate care for clients. You will contribute to program development and participate in the research activities of the program.

As the Team Lead you will provide clinical leadership and support in overall service delivery of BSO Central Access and assist in the day-to-day operations of the team.

***Note:** *Staff will be required to work in client's own homes and may therefore be exposed to second hand smoke. Occasional weekend and/or evening work may be required as well as travel, using own vehicle, throughout the Central LHIN. In addition, a satisfactory vulnerable sector check (VSC) is a requirement of employment.**

QUALIFICATIONS:

- Completion of undergraduate degree/diploma Nursing. Social Work. Occupational Therapy or related field.

- Minimum three years related experience in providing support to vulnerable seniors and older adults with responsive behaviours related to mental illness, addictions, dementia or other neurological conditions.
- An understanding of recovery and psychosocial rehabilitation principles and the therapeutic relationship.
- Crisis intervention skills, with well-developed problem solving abilities and interpersonal skills.
- Strong assessment and triaging skills.
- Demonstrated knowledge and best practice in dementia, delirium, mental health issues and their effect on persons, families and caregivers.
- Training/knowledge of P.I.E.C.E.S., U-First, Recovery/Psychosocial rehabilitation approaches or willingness to receive training.
- Good oral and written communication skills and computer literacy, including MS Word and Excel.
- Sound working knowledge of community resources and supports.
- Ability to collaborate effectively with other members of inter-professional care teams, clients, family members and community team members.
- Excellent organizational and time management skills.
- Understanding of cultural competency and anti-oppression framework.
- Reflective of a multi-barriered group, as serviced by the program, a strong asset.

TO APPLY: Send resume with cover letter to Human Resources, **Email:** hr@loftcs.org

LOFT Community Services is committed to fostering an inclusive and accessible environment and dedicated to building a workforce that reflects the diversity of the community in which we live and serve. LOFT is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting humanresources@loftcs.org or (416) 979-1994.

We welcome and encourage people from equity-deserving communities and intersecting identities to apply for this position.

PLEASE INCLUDE: "Clinical Intake Coordinator/Team Lead" IN THE SUBJECT LINE OF ANY EMAILS.

CLOSING DATE: May 13, 2021