

RECEPTIONIST/IN-TAKE WORKER - Position Status: On Call

JOB OVERVIEW

As a member of the settlement program team, the **Receptionist** is responsible for the first contact with the new comers with IMSS services. The Receptionist will provide an initial, basic assessment of clients 'needs and make appropriate referrals to the Settlement Practitioners or Self-help resources. The Intake Worker will assist the client face-to face or by phone receiving requests for help, provide information and assist them in taking the next step in the settlement process.

QUALIFICATIONS:

- Post-secondary Education in Social Services or Human Services field
- Good telephone and face to face communication skills
- Ability to work in a multicultural, multilingual and multiracial setting
- Demonstrated cross-cultural communication skills
- Knowledge of basic initial needs assessment
- Ability to work independently and cooperatively
- Reliability and dependability

DUTIES/RESPONSIBILITIES:

Reports to: Program Delivery Manager

- Answer incoming calls and listen compassionately to callers
- In-take clients, volunteer and society membership application
- Gather and record vital information regarding client's needs
- Verify all information relevant to meeting the client's needs
- Review and analyze information gathered during the intake
- Identify needs and possible sources of help
- Ensure needs to be referred are manageable and specific
- Refer clients to the most appropriate services and/or resources
- Maintain client/volunteer/society member information
- Prepare annual report for AGM
- Perform other duties as assigned

Agency: Immigrant & Multicultural Services Society of Prince George

Salary hourly rate: *As per BCGEU collective agreement*

Hour of work: Monday-Friday, 9am-4:30pm

Start date: As soon as possible

Only selected applicants will be contacted. No phone calls please.

BCGEU: *"This position requires union membership".*

To apply: E-mail your resume and cover letter to Ravi Saxena – ravis@imss.ca