



SAFSS
Settlement Assistance &
Family Support Services

1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3
Tel: 416-431-4847 Fax: 416-431-7283 Website: www.safss.org Email: reception@safss.org

Canada Summer Jobs – Intake Worker

Employer: Settlement Assistance and Family Support Services (SAFSS)

Job City: Scarborough

Job region: Greater Toronto Area

Location: 1200 Markham Rd., Suite #214 Toronto, ON M1H 3C3

Application Deadline: April 25, 2025

Vacancy: 1

Job terms: This is a full-time temporary (April – August) hybrid position.

Wage: \$17.20 per hour / 5 days a week (Monday – Friday)

Conditions:

- Be aged between 15 and 30 years old on the start date of the job;
- Have a valid Social Insurance Number (SIN); and
- Be a Canadian citizen, a permanent resident of Canada, or a person who has been granted refugee status in Canada.

Background:

Settlement Assistance and Family Support Services is a trusted not-for-profit social services agency that has been serving and advocating for newcomers, refugees and victims of all types of violence since 1989. The need to address Violence against Women was the seed of the organization's establishment. However, while the organization was initially founded to support women and children who were victims of domestic violence, it has since evolved and expanded its services to support other identified needs. Our trained staff provide a range of services to a diverse, multi-cultural and multi-lingual community in a responsible and professional manner in a safe non-judgmental and confidential environment that fosters trust, respect and collaboration.

Summary:

The Intake Worker will play a key role in supporting SAFSS's client intake process by conducting initial assessments and gathering essential information to help clients



access the services they need. This position is integral to ensuring that individuals are connected to the appropriate programs and services that align with their needs, goals, and challenges

Responsibilities:

Client Intake and Assessment:

- Conduct initial intake interviews to collect demographic information, personal background, and service needs.
- Assess clients' needs by reviewing the information provided and offering guidance on available programs and services.
- Ensure clients understand the services offered by SAFSS and how to access them.
- Develop individualized intake plans based on client needs and assist with their referral to relevant programs.

Data Entry and Record Keeping:

- Enter client information and assessment data into SAFSS's database with high accuracy.
- Maintain up-to-date and organized electronic and physical client files, ensuring confidentiality and compliance with privacy regulations.
- Track and document client progress, including follow-up appointments and service referrals.

Support and Guidance:

- Provide clients with general information about available services, resources, and community-based support programs.
- Assist clients with completing necessary documentation for service enrollment and referrals to other programs or agencies.
- Offer emotional support and guidance to clients as they navigate the intake process, ensuring they feel heard and understood.

Collaboration and Coordination:

- Work closely with other team members and program coordinators to ensure clients are connected to the appropriate support services.
- Assist in coordinating service delivery and follow-up as needed.
- Collaborate with community partners to stay updated on available resources and services for clients.

Confidentiality and Compliance:

- Ensure all client information is handled with the utmost confidentiality and in compliance with SAFSS's privacy policies and regulations.
- Follow established intake procedures to ensure that clients receive timely and appropriate services.

Reporting and Monitoring:

- Assist in the preparation of reports related to client intake data, service usage, and program outcomes.



SAFSS

Settlement Assistance &
Family Support Services

1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3

Tel: 416-431-4847 Fax: 416-431-7283 Website: www.safss.org Email: reception@safss.org

- Monitor intake trends and suggest improvements for process optimization.
- Client Advocacy and Empowerment:
- Empower clients by actively listening to their needs and advocating for necessary services or accommodations.
- Provide resources and information to help clients make informed decisions about their service options.

Administrative Support:

- Provide general administrative support, including scheduling appointments, answering client inquiries, and maintaining accurate office records.
- Assist in organizing community outreach and awareness campaigns related to SAFSS.

Qualifications:

- Strong communication skills, both verbal and written.
- Excellent interpersonal skills with the ability to work empathetically with diverse populations.
- Proficient in data entry and record-keeping.
- Detail-oriented with strong organizational skills.
- Ability to work independently and as part of a team.
- Experience in social services or community-based work is an asset.
- Enrolled in or recently graduated from a post-secondary program in social work, human services, or a related field (preferred).

How to apply: Submit your resume and cover letter to: recruitment@safss.org

Settlement Assistance & Family Support Services is an equal opportunity employer and committed to an inclusive, equitable and accessible workplace. Accommodations are available on request for candidates taking part in all aspects of the selection process. To request accommodation, please contact the HR department at SAFSS.

Only applicants who will be interviewed are contacted.