



1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3  
Tel: 416-431-4847 Fax: 416-431-7283 Website: [www.safss.org](http://www.safss.org) Email: [reception@safss.org](mailto:reception@safss.org)

## Intake Worker

**Employer:** Settlement Assistance and Family Support Services (SAFSS)

**Job City:** Scarborough

**Job region:** Greater Toronto Area

**Location:** 1200 Markham Road, Suite 214, Toronto, ON, M1H 3C3

**Application Deadline:** May 5, 2026

**Vacancy:** 1

**Job terms:** Temporary (8 weeks)

To be eligible, participants must:

- Be between 15–30 years of age at the start of the funded position
- Be a Canadian citizen, permanent resident, or a person with granted refugee status
- Have a valid Social Insurance Number (SIN)

**Wage:** \$17.60

### 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 support the SAFSS Settlement and Community Services teams by assisting newcomers, refugees, seniors, families, women, and youth in accessing essential programs and services.



**SAFSS**  
Settlement Assistance &  
Family Support Services

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This role involves frontline client support, intake processing, and administrative assistance to ensure individuals are connected to appropriate SAFSS programs and external community resources.

## Responsibilities:

### Client Intake & Support

- Greet clients and provide initial support and guidance
- Assist clients in completing intake forms and registration processes
- Help clients understand available SAFSS programs and services
- Support clients in being connected to appropriate staff or external agencies

### Administrative & Data Support

- Enter and update client information in SAFSS databases accurately and confidentially
- Organize and maintain client files and documentation
- Assist with verification of documents and basic record management

### Program & Service Support

- Support workshop and program registration processes
- Maintain attendance records and support tracking of participation
- Assist with reporting requirements and data collection
- Help update resource lists and prepare basic informational materials
- Perform other duties as assigned

## Qualifications:

- Strong communication and interpersonal skills
- Comfortable working with diverse communities and vulnerable populations
- Good organizational skills and attention to detail
- Ability to maintain confidentiality and follow procedures
- Basic computer and data entry skills
- Experience in customer service or community work is an asset

### Reports to: Settlement Program Manager

This is a temporary full-time position, with a tentative start date of May 11, 2026. This role expected to be in-person, based on a 35-hour week schedule from Monday to Friday.



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**How to apply:** Submit your resume and cover letter to: [recruitment@safss.org](mailto: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.

To ensure transparency and fairness in hiring, this recruitment process does not utilize artificial intelligence (AI) for candidate screening or selection. Applications will be reviewed by the hiring team.

Only applicants who will be interviewed are contacted.