



**Job Title:** Client Intake Worker

**Reports to:** Client Services Manager

**Hours of Work:** This is a full time position 40 Hrs per week, 10 hour days Monday to Thursday. Additional hours as required based on need of agency.

**Rate of Pay:** \$18-22/Hr.

**Benefits:** 3 weeks' vacation, WCB coverage, extended health Benefits available but are partially employee paid at time of hire.

**Posting:** January 1, 2017 till appropriate candidate is found

**Job Purpose:** The Client Services Intake Worker tends to the client based business of the Wood Buffalo Food Bank. By completing the assessment, intake, and delivery of services to clients of the Food Bank, this person will be able to effectively run the front office and all it incorporates.

**Duties and Responsibilities:**

*Client Control*

- Work with community partners to ensure client assessment, approval, updates, and appointment booking are being completed properly;
- Ensure proper information is obtained, filed, and kept confidential;
- Keep accurate records using the approved client management system;
- Make appropriate referrals to other community resources;
- Offer supplemental information on community programs that could assist clients in becoming self-sustaining;
- Maintain a professional and friendly demeanor at all times;
- Keep client confidentiality a priority;
- Treat all clients with respect and dignity; and
- Diffuse escalating situations as needed;

**Cross Training**

- All Staff will be cross trained with all other positions to ensure continuity of service to clients, volunteers, donors, and other stakeholders.
- All staff are responsible for the cleaning, maintenance, and up keep of the organization.

**Qualifications:**

- Post-secondary Education or Professional Development in Social Services, or 5 years' experience in the social sector.
- Good working knowledge of Microsoft Office and computers in general
- Strong customer services skills
- Second language an asset
- Social Services Service Delivery experience preferred
- Excellent communication skills
- Problem solving skills
- Willing to learn new skills
- Team player
- Class 5 with a clean driver's abstract

**Working Conditions:**

- Able to work with little supervision
- Comfortable working with those who have Special Needs
- Available Monday-Thursday 10 am – 8 pm,
  - All over time is banked as time off as overtime and some overtime required for events and busy season.
- Some flexibility with regards to work schedules as fundraising events arise
- Some heavy lifting of grocery items
- Able to work with challenging clients
- Able to lift 50 lbs.
- Drive a cargo van and trailer.

**HOW TO APPLY:**

Please submit resume as outlined below via: Attn: Arianna Johnson

Email: [hr@woodbuffalofoodbank.com](mailto:hr@woodbuffalofoodbank.com)

Fax: 780-743-9156 please mark private and confidential on cover page.

In Person: NOT ACCEPTED