



Internal/External Posting

Intake Liaison, PHC

Permanent Full Time Position: 35 hours/week

Expected Start Date: July 2024

Salary Range: \$44,606 – \$53,528/year (\$24.51-\$29.41/hour)

Location: Lakeshore and East Mississauga Sites

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of services to improve a person's health and wellbeing. LAMP uses a coordinated approach to connect people to medical services and other programs that build personal resources. By providing equitable, culturally safe access to care that improves physical, emotional, social and economic wellbeing, people can better manage their health and its social determinants.

Job Summary

Reporting to the Supervisor, Primary Healthcare Administration and working in collaboration with all service provision areas, the Intake Liaison is the first point of contact for anyone seeking service and is responsible for receiving requests for access and coordinating program and service connections for care.

The Intake Liaison maintains overall responsibility for waitlists and administration of intake assessments and scheduling. They work in close partnership with Registered Practical Nurses and other administrative and support staff with regard to triaging and clinical decisions, as well as providers of care, and are involved in related administrative aspects of the program.

The Intake Liaison complies and adheres to all applicable Centre policies and procedures.

Primary Responsibilities

- Facilitates initial screening with intake criteria and provides other resources as necessary to any person(s) seeking care or referred to LAMPs programs and service areas
 - Assess individuals needs and available resources in a culturally safe manner and by following anti-racism and anti-oppression frameworks when engaging with them
 - Identifies situations that warrant fast-tracking or referral(s) to external crisis or other services
 - Obtains all relevant and required information, completing data registration/collection of forms or consents etc. and booking initial assessments or appointments with care providers
 - Provides orientation to LAMPs services and programs, code of conduct requirements and other additional general new client information on access
 - Coordinates individual or group documentation collection as deemed necessary and supporting access to other services as directed
 - Supports navigation of other community or health services including information for community resources/services as appropriate to the person(s) situation
- Documents and maintains all waiting lists when service area(s) require, providing ongoing follow-up and updating information

- Handles inbound and outbound calls related to information and follow up on intake with a courteous, professional and timely manner
- Processes electronic and paper documentation; filing, scanning and faxing
- Provides feedback and/or input in the development and evaluation of policies and procedures for the role or otherwise as requested to support program enhancement
- Attends stakeholder meetings where intake matters are addressed, providing solutions and following up as appropriate in a timely manner with all concerned parties and nurtures those relationships as a trusted representative of LAMP CHC
- Participates in discussions and decision-making at team and/or other meetings as requested
- Contributes to overall team functioning by assisting where needed and with the development of quality and process improvement initiatives
- Advances the Centre's work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as interdisciplinary committees
- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
- Maintains and develops new professional competencies as directed by Supervisor
- Other duties as assigned

Required Qualifications

- Social Services degree, or (Medical) Office Administration Diploma from a recognized institution and/or equivalent work experience
- Two to three years of experience in a community health setting
- Understands privacy legislations, medical and health care system, diversity and inclusion.
- Knowledge of health care coverage programs
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce
- Experience and knowledge of the impacts of social determinants of health would be an asset
- Experience working with persons in crisis and or a reliable ability to respectfully deal with person(s) in distress, de-escalation skills are required
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas
- Typing speed of 45 WPM
- Great attention to detail with the ability to work under pressure, account for results, and meet challenging deadlines with the ability to maintain a positive attitude
- Professional and empathetic
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team-oriented atmosphere
- Open minded, eager and willing to constantly learn and improve oneself
- Knowledge of LAMP Community Health Centre (CHC) and the Mississauga and/or South Etobicoke regions, as well as a second language that is reflective of the community being served are all preferable assets

Proficiency in the Following Computer Skills

- Excellent working knowledge and ability to navigate a PC windows environment, including shared drives and SharePoint
- Advanced skills and experience using Microsoft applications (Word, Outlook & Excel)
- Advanced skills and ability to easily navigate the internet/intranet environment.
- Experience and accuracy using database applications (i.e. Electronic Medical Records)
- Ability to learn new software quickly and willingness to continuously develop technology skills

Working Conditions

- The hours may vary from day and evening; some weekends may be required
- Must be able to work in a fast-paced environment, work under pressure and be able to make sound decisions within their scope
- Must also be able to display great understanding and patience when working with all clients, including those who may present challenges and follow anti-racism, anti-oppressive frameworks
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, and “Walk the Talk”.
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend

Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication
- Occasional standing for extended periods of time and some occasional lifting may be required
- Demonstrates good and safe work habits, and maintains a clean working environment
- Ensures that staff and clients are compliant with LAMP’s Health & Safety regulations and LAMP’s policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Intake Liaison, PHC
Internal Deadline	5:00 pm on Wednesday, July 10, 2024
External Deadline	5:00 pm on Friday, July 19, 2024

*We thank all applicants for their interest. However, only those selected for interviews will be contacted.
No phone calls please.*