



## Internal/External Posting

### Intake Liaison, Improving Care for Refugees Program

**Temporary Full Time Position: 35 hours per week**

**Contract Period: December 2024 – June 2026**

**Salary Range: \$24.51 - \$29.41 per hour**

**Location: Dixie Bloor Neighbourhood Centre  
(East Mississauga)**

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a coordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

#### Job Summary

LAMP CHC and Dixie Bloor Neighbourhood Centre have partnered to bring wraparound community support and services to the refugee population so that clinical services, newcomer and refugee supports can be offered in a seamless, timely and culturally safe manner. The Intake Liaison is one of the first points of contact for anyone seeking service through the Improving Care for Refugees Program. The Intake Liaison will maintain responsibility 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 will ensure that all organizational policies are followed; ensure the provision of high-quality services to clients in keeping with LAMP values.

#### 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
- All other tasks and duties as assigned by the Supervisor/ Manager

### 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.
- Demonstrated knowledge of health care coverage programs with understanding of newcomer and refugee health being a strong asset
- 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 with a sense of urgency
- 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
- Recognizes LAMP's culture, values and philosophy when dealing with clients with different backgrounds and perspectives.
- Open minded, eager and willing to constantly learn and improve oneself.
- Current Driver License is an asset.
- Knowledge of LAMP Community Health Centre, the South Etobicoke and/or East Mississauga community, and/or 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

- Fast pace environment of busy team of doctors, nurses, counsellors, allied health and health promotion team.
- Paperless work operation with internal and external electronic communication.
- Flexible working hours from 9 am to 8 pm during week, weekends, evenings and statutory holidays as assigned.
- Travelling to multiple locations on regular basis for attending meetings, trainings, workshops, outreach and home visits.
- Ability to effectively understand and apply guiding fundamentals at LAMP and the BHSS Hub, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice as part of daily work.
- 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 and the BHSS Hub'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 & Operations.

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:**

<b>Email Address</b>	<b>recruiting@lampchc.org</b>
<b>Subject</b>	<b>Job Opening for Intake Liaison, ICRP</b>
<b>Internal Deadline</b>	<b>5:00 pm on Tuesday, December 10, 2024</b>
<b>External Deadline</b>	<b>5:00 pm on Tuesday, December 17, 2024</b>

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.***