

Internal / External Posting



Intake Liaison, Primary Health Care

Permanent Full Time Position: 35 hours per week

Expected Start Date: May 2026

Salary Range: \$47,319 - \$56,783 per year (\$25.99 - \$31.19 per hour)

This is an existing opening. No Artificial Intelligence tools will be used to screen, assess or select candidates

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 co-ordinated 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

Reporting to the Manager, Primary Health Care 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 the Primary Health Care Team 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 referrals to LAMP's 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
- 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 LAMP's services and programs, code of conduct requirements and other additional general new client information on access
- Triages in collaboration with the Primary Health Care Team, and identifies situations that warrant fast-tracking or referral(s) to external crisis or other services
- 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
- 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
- Contributes to overall team functioning by assisting where needed and with the development of quality and process improvement initiatives
- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
- Participates in outreach activities to continue to build upon referral sources
- All other tasks and duties as assigned by the 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.
- 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

What We Offer

For Qualifying full-time and part-time employees and pro-rated to full time equivalent:

Comprehensive Health & Wellness Coverage

- Extended health and dental: coverage for prescription drugs, vision, health practitioners, and more
- Group Life Insurance
- Employees Assistance Program(EAP):free, confidential support
- Healthcare discounts via Altum Health for services like massage therapy and physiotherapy
- Free access to Calm (meditation, sleep stories, self-care tools) and access to employee engagement platform Motivosity
- 4 Weeks of vacation to start plus paid sick days

- 11 paid statutory and organizational holidays
- Pension: membership in the Healthcare of Ontario Pension Plan (HOOPP)

Growth, Purpose &Community Impact

- Paid Orientation, ongoing training, and professional development opportunities
- On-site and e-learning, plus access to course fee support
- Opportunities to serve diverse communities through inclusive, client-centered care
- Collaborative work environment focused on innovation and continuous improvement
- Active involvement in internal/external committees and community partnerships.
- A workplace committed to equity, diversity, and removing barriers to accessibility

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	<i>Job Opening for Intake Liaison, Primary Health Care</i>
Internal Deadline	<i>5:00 pm on Wednesday, April 8, 2026</i>
External Deadline	<i>5:00 pm on Wednesday, April 15, 2026</i>

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