

Client Support Team Worker **Permanent – 35 hours/week (Full-time)**

Catholic Family Services of Peel-Dufferin (CFSPD) is a non-profit, charitable organization reflecting the values consistent with Catholic social teachings. CFSPD is a dynamic, growing family service agency with offices in Mississauga, Brampton, Orangeville and Bolton. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

Position Summary

CFSPD is currently seeking a Client Support Team Worker who will be responsible for providing intake assessment, supportive counselling and referral services to clients who access and utilize agency services, and facilitating groups as needed. The incumbent will also create, maintain and manage documentation and administrative tasks related to intake and client support as well as establishing and maintaining relationships with agency service partners and referral sources. **It is required that the incumbent possess professional verbal and written fluency in French.**

The Client Support Team Worker reports to the Coordinator. This position will be based in Brampton, Ontario however some travel to other CFSPD offices/locations may be required.

Responsibilities

- Conducts and completes intake/pre-screen session with clients requesting services
- Provides crisis intervention, risk assessment, safety planning and client support
- Responds and processes all inquiries regarding agency services
- Identifies relevant agency services to meet client's identified needs and ensures service eligibility
- Facilitate groups
- Liaises with internal and external collateral service providers with regard to client involvement as required by client service contract or by client request
- Refers clients for other appropriate assessment and/or treatment services
- Evaluates clients' continuing eligibility for service and actively facilitates solid referrals when required
- Provides clinically informed closing letters to clients when service is completed and/or third party/client support letters outlining client service use in consultation with relevant clinicians and supervisors
- Establishes and maintains a data collection and collating system for client service evaluations required by the Ministry and the agency
- Generates program specific reports (i.e. where referrals are coming from; monthly identifying services themes; service gaps; service wait lists and anticipated enrolments for the upcoming month; etc.)
- Makes recommendations to Supervisory Team and/or Program Specific Supervisor regarding possible service efficiencies

Qualifications

- Undergraduate Degree in a Human Services field (BSW or equivalent)
- **Verbal and written fluency in French is required**
- At least two to five years social services experience
- Experience in social service sector within the Region of Peel (preferred)
- Strong interpersonal skills and an ability to build relationships within a diverse community
- Strong computer and administrative skills
- Demonstrated success in working with individuals and groups
- An ability to work in a pro-feminist, anti-oppression framework
- Valid license and access to vehicle required
- Willing to work within a Catholic values framework

Why Apply?

We offer a comprehensive benefits package (pension plan, extended health, dental & insurance benefits) and generous leave provisions. Our organization also provides flexibility with work hours, work life balance and free parking.

How to Apply

If you are interested in the above opportunity, please send your resume and cover letter by August 15, 2018 to humanresources@cfspd.com.

We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin but we will only contact those selected for consideration.