



## **INTAKE SUPPORT** Part-Time

Shalem Mental Health Network is a dynamic agency, offering innovative programs to both the Hamilton area and the province of Ontario. A member of Family Service Ontario, Shalem is a faith-based agency serving the wider community as well as faith communities. With a culture of support and collaboration among its staff, and holding values of peace-making and professional excellence, it strives to offer great care, as well as be a safe and collaborative place to practice.

Our counselling work is client-centered and attachment-informed, done within an anti-oppressive framework. From this context, the position of Intake Worker will be the first point of contact with new and current clients. They will be friendly, empathetic and efficient in their conversations with staff and clients. As part of the intake team, they will help to manage intake conversations, schedule appointments and take payments.

**Position:**

Part-time Intake Support (10 hours per week)

**Responsibilities:**

- Provide intake services to the Counselling Clinic, Congregational Assistance Program (CAP), Counselling Assistance Program for Students (CAPS) and Clergy Care
- Communicate effectively with clients, clinicians and the intake team
- Maintain client files
- Participate in supervision and team meetings

**Qualifications:**

- 3 years minimum experience in an administrative support environment
- Community College diploma in Office Administration or acceptable equivalent
- Strong gifts and skills in organization, administration, and interpersonal skills
- Strong computer and communication skills
- Ability to work independently
- Experience in Social Service is an asset

**Location:** Hamilton, ON

**Reporting:** This position reports to the Intake Coordinator

Please submit your CV and cover letter by February 10, 2023 by email to:  
Danielle VandenAkker, Managing Director, [daniellev@shalemnetwork.org](mailto:daniellev@shalemnetwork.org)

Shalem Network strives to embody the values of respect, collaboration and diversity, and has a strong commitment to employment equity. In our goal to foster diversity on our team, we are seeking qualified candidates who share our commitment to equity, diversity and inclusion.

We appreciate all applicants' interest; however, only those selected for an interview will be contacted.  
First interviews will be scheduled for early January 2023