shalem
Mental Health Network

**Intake Support (Full-time, Summer)**
Hamilton, ON

**About Shalem**

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 centre's work is client-centered and attachment-informed, done within an anti-oppressive framework.

**About the role**

We are currently seeking a full-time summer (35 hours/week for 8 weeks) Intake Support Worker. Reporting into the Intake Coordinator, the position will assist in completing intakes, rebooking and scheduling appointments as well as greeting clients in the clinic. The ideal candidate will be able to work independently and also be part of the intake team.

**Key Responsibilities**

- Gather information from new clients, including demographic information and safety screening questions
- Booking and rebooking appointments for the clinical team
- Greeting clients as they arrive, creating a welcoming and hospitable environment in the clinic
- Assisting in various administrative details.
- Participate in regular supervision, and team meetings

**Profile of the ideal candidate**

- College or University Student
- Passion for clinical work
- Professional, outgoing and personable
- Familiar with computer programs, including databases; experience with Filemaker an asset

**Why work with us?**

*Supportive Work Culture*

At Shalem, we understand and appreciate the value of collective experience and we have built a great team with a wide range of discipline focus areas.

We value your growth as individuals and provide paid supervisory time, you will have the opportunity to learn from and contribute to our diverse community of mental health professionals.

*How Pay Works*

We appreciate the work our team members do and know that our ability to achieve our mission is based on the collective efforts of the team. It's important that we provide both fair pay, benefits, and sufficient time off, so our team members can rest and rejuvenate.

Base Pay at Shalem is defined within compensation ranges, categorised by levels, with the goal of internal equity and alignment to the market rate. When determining pay for a candidate, it is based on the individual's qualifications and applicable experience, the current market rates and where others with similar levels of experience internally are on the pay grid.

Partial funding for this position is through the Canada Summer Jobs Program.

Base Pay Range for Role: $22/hour

**How we hire?**

At Shalem Mental Health Network, it's our teams' diverse sets of experiences and knowledge that strengthens our approach to supporting our clients and ultimately their success. We strive to embody the values of respect, collaboration, and diversity, and have a strong commitment to employment equity. In our goal to foster diversity on our team, and as such we are seeking qualified candidates who share our commitment to equity, diversity, and inclusion.

Please apply with a cover letter and CV by April 30, 2026, via email to Danielle VandenAkker, Managing Director, daniellev@shalemnetwork.org

*Not sure you check every box?* Apply anyway. We would love to connect and determine together whether you could be a great fit.

If you require an accommodation at any point throughout the recruitment and selection process, please contact daniellev@shalemnetwork.org, and we will happily work with you to meet your needs.

We sincerely thank all applicants for their interest. We will be in touch with those whose qualifications and excitement most closely match our own.