



**HOME & COMMUNITY
SUPPORT SERVICES**

-♥-OF GREY-BRUCE-♥-

Policy No.: ADM-3-370

New: Nov 2017

Revised: October 2019

Page: 1 of 2

SECTION: ADMINISTRATION

TOPIC: JOB RESPONSIBILITIES

POLICY TITLE: INTAKE COORDINATOR

PURPOSE:

Serves as the first contact for Community Support services for clients, caregivers and referral sources assisting them in understanding, accessing and navigating available services and supports. Coordinates services for Community Support Services. Works collaboratively and maintains relationships with Community Support partner agencies.

DUTIES AND RESPONSIBILITIES:

1. Receives client phone calls for service information and service requests.
2. Interviews clients via telephone for personal information required to determine eligibility for service and to inform service set up. Forwards completed intake to appropriate service provider to set up service.
3. Inputs client personal health information into computerized databases in a timely manner.
4. If a preliminary Screener triggers a RAI assessment, communicates with Care Coordinators or RAI Assessors.
5. Complete a yearly Prescreener reassessment on all active clients.
6. Communicates and responds to requests and coordinates services within HCSS regarding program changes, scheduling of services, and service updates. Will inform partnering agencies if needed.
7. Prepares and sends out client welcome packages with service information.
8. Completes documentation, data collection and reports as required.
9. Works collaboratively and maintains positive relationships with partner agencies as well as with ONE CARE staff.

General Responsibilities:

- Seeks ongoing education opportunities which will enhance knowledge pertinent to role
- Maintains confidentiality.
- Complies with the Ontario Health and Safety Act and its associated regulations
- Complete mandatory annual on-line training courses.



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This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

QUALIFICATIONS:

1. Undergraduate Degree or two or three year Diploma in a program related to services for seniors or social services
2. 2-3 years of related experience
3. Proficiency in use of computer software (Word, Excel, Microsoft Office) and office equipment.
4. Demonstrated problem solving assess situations, set priorities and decision making skills.
5. Excellent interpersonal, communication, typing and time management skills.
6. Valid driver's license, insurance and use of vehicle.

I have read and understand:

I have read and approve:

Signature of Incumbent

Date

Programs Director

Date