

September 26, 2023

Job Posting #: 01\_2023\_AC

## **EXTERNAL AND INTERNAL JOB POSTING**

### **Nelson CARES Society – Advocacy Centre**

#### **Position: Intake Worker**

**Classification: Temporary Full-Time – 35 hours/week**

***Contract ends March 31, 2024 with possibility of extension depending on funding***

**Location: Nelson, BC**

Nelson CARES Society (NCARES) is a not-for-profit organization that provides programs and initiatives housing, employment, legal information, and support services.

The Advocacy Centre provides legal information and advocacy to low-income residents of the West Kootenay region and supports for victims of relationship and sexual violence.

**Job Summary:** The Advocacy Centre Intake Worker is the initial point of contact for individuals with new requests for service from the Poverty Law and Family Law Advocacy programs. The Intake Worker will identify and define the individual's legal issues before an appointment with the Poverty Law or Family Law Advocate.

#### **Duties and Responsibilities:**

1. Responds in a timely way to new requests for service from the Poverty Law and Family Law programs.
2. Completes initial intake interview: gathers information and documents to identify and define the individual's legal issues/needs/goals; determines if issues fall within the program scope of service; completes conflict checks; completes required intake forms; and determines level of urgency.
3. Provides basic information and referrals as appropriate.
4. Assists advocates with administrative tasks, such as database entries, statistics and reporting.
5. Maintains a current knowledge of local, regional and provincial resources to assist our clients.
6. Consults and liaises with community agencies and participates in community groups as required.
7. Participates in public education activities and events designed to raise awareness about poverty and family law issues in the community.
8. Works cooperatively and collaboratively with other Advocacy Centre staff; contributes to the goals of the agency, and the family law support program.
9. Complies with all program and agency standards, procedures, philosophy and ethics.
10. Other related duties as required.

## **Job Skills and Abilities:**

1. Excellent verbal, written, and interpersonal communications skills.
2. Demonstrated respect for diversity and an awareness of the inherent presence of biases respecting race, class, gender, dis/ability, and sexual orientation, as well as ethnic and cultural considerations.
3. Demonstrated ability to work with clients who may be traumatized and marginalized.
4. Strong interviewing and problem-solving skills; ability to establish a good rapport with clients.
5. Demonstrated ability to establish/maintain good work relationships with the public, co-workers, and staff from other organizations.
6. Ability to keep records and use electronic and paper filing systems.
7. Ability to prioritize and manage time effectively, to work under pressure, to meet deadlines.
8. Ability to work independently within a team setting.

## **Qualifications:**

### **Education, Training, and Experience:**

- Post-secondary certification in social work, counseling, or a related field.
- Experience working directly with people with diverse backgrounds, identities and abilities.
- A combination of education and experience may be considered.

### **Specific Qualifications:**

- Satisfactory Criminal Record Check

**Compensation** : \$26.75/hour *plus 10% in lieu of benefits* (Grid Level 11, Step 1)

**Hours** : 7 hours/day, Monday to Friday

**Start date** : As soon as possible

**Application Deadline:** Open until filled

**Please e-mail a cover letter and current resume with e-mail addresses of three references to:**

**Advocacy Centre Program Manager**

Email: [recruitment@nelsoncares.ca](mailto:recruitment@nelsoncares.ca)

*(Please quote position and job posting number on subject line)*

*Nelson CARES Society is an equal opportunity employer. Only short-listed external candidates will be contacted. All internal applicants will be contacted as to the status of their applications.*

*Nelson CARES Society acknowledges our respect for, and deep gratitude to, all the ancestors and keepers of the land on whose traditional territories we are honoured to live and work.*