

# The Scott Mission

Position: Welcome Centre Intake Worker  
Department: Welcome Centre  
Status: Full Time Permanent (37.5 hour/week)  
Work Location: 502 Spadina Ave

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## POSITION SUMMARY:

**The Welcome Centre Intake Worker will be based in 502 Spadina Ave and will report to the Welcome Centre Manager. The Intake Worker will be the first point of contact of TSM and he/she will ensure a first positive client experience as a start of their transformational journey with TSM.**

## Duties & Responsibilities:

- Provide information on TSM's services, eligibility criteria and policies to clients and families; provide referral services
- Utilize software application to record, track, follow up, assess clients status and use of service
- Promote and encourage a welcoming and supportive environment for clients, guests, donors, volunteers
- Handle referrals, respond to emails, phone calls or other correspondences in a timely and responsible manner
- Distribute hot meals, clothing, receive and transfer donations as required
- Provide gospel centric spiritual care; Conduct hospital, jail and home visits as scheduled
- Lead and participate in Bible Studies and ministry service
- Networking with clients and external stakeholders and industry partners in the community
- Crisis management and de-escalate when situations arise
- Maintain cleanliness of office, ensure files and records are organized

## Qualifications:

- High school diploma with 2 years of relevant working experience, preferably in a healthcare or not-for-profit setting; pastoral/counselling experience is an asset
- Demonstrated understanding of addictions, mental health, poverty, housing and homelessness issues
- Computer literate: MS Words, Window Access Database
- Excellent communication skills verbally and in writing, active listening skills
- Excellent interpersonal and conflict management skills; ability to work with people with diverse background
- Ability to carry out work with integrity, respecting confidentiality of clients
- Ability to multi-task and be flexible in daily routine of working in the frontline
- Self-starter and result-oriented, excellent problem solver
- Team player with demonstrated flexibility and willingness to be mentored

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A combination of education and experience that demonstrates the ability to perform the responsibilities of this position may be considered in lieu of stated education and experience requirements. Interested applicants are invited to send a resume with cover letter to: [careers@scottmission.com](mailto:careers@scottmission.com)

The Scott Mission welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Employment is conditional to results of Police Reference Check and satisfactory reference.