

Part-Time Intake Worker (Canada Summer Jobs Program)

Job Description

This position provides key support to our clinic, as well as the organization as a whole. This is a part-time (21 hours per week) contract for 16 weeks.

Duties and Responsibilities

- Provide client centred, non-judgemental, non-directed intake support for SHORE Centre services by reviewing and responding to online screening forms and performing brief live intake assessments when appropriate
- For live assessments:
 - Review service being offered (eg. medication abortion vs. aspiration, contraception consultation, contraception insertion/removal, other SHORE services and the process at SHORE Centre)
 - Discuss and coordinate any required testing
 - Review insurance coverage and financial assistance options
 - Schedule their relevant SHORE Centre appointments
- For online screening:
 - Review submitted forms for eligibility for services
 - Follow up with client as needed and to discuss testing/insurance and schedule appointments
- Review client demographic information in EMR and ensure it is complete and accurate
- Ensure confirmation emails and any necessary forms/information are sent to client
- Schedule interpretation services as needed
- Complete charting using EMR system in a timely manner
- Track and enter relevant statistics in applicable programs and forms
- Make referrals to other relevant services if SHORE Centre is not able to provide care for any reason and/or to offer options at the client's request
- Cross train in administrative and reception support and provide coverage for phone and email general inquiries
- Participate in regular staff and team meetings
- Work collaboratively with all clinic staff as well as with broader SHORE team where appropriate
- Adhere to all SHORE Centre policies and procedures
- Other duties as assigned

Qualifications

- **As this is a Canada Summer Jobs funded position- applicants must be between the ages of 15 and 30**

- Committed to SHORE Centre's mission, vision, and values and to building an inclusive workspace, including striving to be anti-racist, accessible, LGBTQ2S positive, aware of class dynamics and power/privilege
- Explicitly support choice and reproductive rights
- Exceptional time management and organization skills
- Strong problem-solving skills
- Ability to work in a fast-paced, changing environment
- Exceptional teamwork skills, as well as the ability to work independently
- Strong communication skills, and understanding of how to respond to clients in distress
- Demonstrated ability to be flexible and adaptable to change in work environment and tasks
- Strong comfort in working with computer software, including electronic medical records systems, statistics collection programs, booking software and google services
- High ethical standards and strict adherence to confidentiality

Working Conditions

Regular office hours are 9:00-4:30 with a half hour unpaid lunch. Some flexibility is required for after-hours coverage and after-hours meetings, however there will be advance notice. This is a part-time (21 hours per week) position for 16 weeks.

This position requires long periods of sitting, although there are opportunities to stand and stretch. There are also long periods of focused attention as well as significant use of screens.

Currently, we are working from home. This position may at times be required to work from our Kitchener office. Our office is on the first floor of an accessible building and we have an in-suite accessible washroom. We are a low/no scent environment however we use cleaning agents regularly for our in-house clinic.

Staff will be compensated at an hourly rate of \$16.35 per hour.

To Apply

Please email your resume and cover letter to info@shorecentre.ca by **Monday, May 24th at 11:59pm**. Your cover letter should demonstrate why you are interested working with SHORE Centre, an organization that focuses on sexual and reproductive health and education. We thank all applicants but only those selected for an interview will be contacted.