

Job Description

Job Title:	Intake Specialist
Department:	Counselling Services
Reports To:	Manager, Counselling Services
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	November 1, 2017

Primary Purpose

Reporting to one of the Managers of Counselling and Psychological Services (MCPS), the position of Intake Specialist (IS), functions at the very center of Counselling Services. Using exceptionally well-developed, strong verbal, listening and written communication skills, this role facilitates triage and screening of all students presenting to Counselling Services through active listening, and asking personal questions, the IS conducts a risk assessment to determine type of service needed. The IS explains the services offered by Counselling and Psychological Services, provides relevant mental health education, recommends other campus supports, and discusses insurance and/or community service options. This is often challenging as students are presenting in considerable distress. Sensitivity, assertiveness, diplomacy and an astute understanding of mental health is required to answer questions, reassure, de-escalate, educate, advise and guide each student client through the initial stages of screening and referral. The IS must demonstrate an awareness of diversity with sensitivity to areas such as: age, culture, ethnicity, gender, sexual orientation, and socio-economic class.

Key Accountabilities

Conduct Complex Screening: The IS is the main point of contact for Counselling Services and is responsible for providing in-depth screening of students in a high volume environment by facilitating the following:

- Meeting with all students presenting at Counselling Services for a 15-30 minute triage and screening appointment to determine service needs, and level of risk.
- Working through a collaborative screening process to ensure the most effective and efficient determination of service needs. This process includes: identifying a statement and formulation of the problem from the student's perspective, gathering the student's assumptions about the nature of the problem, collecting and accurately identifying relevant information based on the client's representation of their story.
- Managing the student's expectations regarding the scope, availability, and time-frame for accessing programs and services.

Crisis Triage, Referrals and Outreach: The IS provides supportive intervention in crisis situations through instructing and informing other members of the team on the client's situation, as well as identifying possible problems and possible appropriate actions. The IS facilitates this by:

- Identifying students at risk, and when determined to be an emergency, referring the student to the staff member available for crisis appointments.

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- Maintaining a good working relationship and ongoing communication with referral sources, acting as resource, and maintaining cooperative working relationships with staff, students, faculty and community agency representatives.
- Providing consultation to various stakeholders such as: professors, academic advisors, co-op advisors, residence, parents, accessibility and police services etc. regarding student safety concerns.
- Liaising with Insurance Providers to facilitate students' access to community services.
- Delivering presentations on campus and to community-based organizations and outside agencies regarding Counselling Services referral and intake processes.
- Initiating referrals to appropriate.

Clinical Case Load Monitoring--The IS plays a vital role in monitoring clinical caseloads and assigning clients based on the preliminary screening. This is established through:

- Consistently collaborating with all clinical (including residents and interns) and administrative staff within Counselling Services and in the broader university community to ensure optimal client care.
- When determining that individual counselling is recommended, the IS will schedule an intake appointment with a clinician based on skill set, expertise and availability.
- Informing Managers at regular meetings about current wait times for service.
- For students waiting to access service, the IS will determine level of urgency, and in consultation with the Managers, determine client assignment amongst their teams based on clinicians' skill set, expertise and availability.

Training and Supervision—The IS is responsible for training and supervising Bachelor of Social Work interns. This is established through:

- Providing in-depth training on Counselling Services' intake procedures, forms, computer programs, risk assessments, referral processes etc.
- Providing supervision and coaching.
- Evaluating the students' progress on their learning goals.

Required Qualifications

Education

Completion of a minimum of a Bachelor's degree in Social Work or other comparable field is necessary. Licensed or eligible to be licensed within a Regulated Mental Health Profession within the province of Ontario.

Experience/Knowledge/Skills/Abilities

Progressive clinical and administrative experience in a student-focused post-secondary environment with a background highlighted by mental health and student development expertise. Competencies will include strategic thinking, organization, and communication as well as an appreciation of the benefits of collaborative intra- and inter-departmental functioning in an ever-changing environment.

Nature and Scope

- **Contacts:** Internally, the IS interacts regularly with Managers of Counselling Services, their multi-disciplinary teams, as well as other members of the Campus Wellness Team, members of other

student service departments (e.g. Health Services, AccessAbility Services, Police Services, Student Success Office, Athletics & Recreation, Centre for Career Action, Co-op Education, Registrar's Office, etc.) and members of academic units. Externally, the IS interacts with partners in other post-secondary counselling centres, as well as members of community mental health agencies, professionals and with hospitals. She/he is responsible for maintaining and enhancing strategic working relationships in all of these areas within the defined parameters the IS role.

- **Level of Responsibility:** The IS is responsible and accountable to a Manager of Counselling Services in the development and execution of all operations and strategies related to the provision of intake services related to the mental health of clients of Counselling Services.
- **Decision-Making Authority:** Determine level of acuity to make proper referrals to internal and external services.
- **Physical and Sensory Demands:** Minimal demands typical of a clinical and administrative position operating within an office environment.
- **Working Environment:** The position is exposed to stress and pressure associated with senior clinical and administrative responsibilities. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. There will be unusual hours and schedules. The position involves the stresses associated with an on-call system, multiple and/or tight deadlines beyond one's control, and constant interruptions.