South London Neighbourhood Resource Centre
Interim Housing Assistance Program (IHAP)
Intake Worker - Job Description
Contract Position till March 31, 2027

Reporting to:
The Intake Worker will be an employee of the South London Neighbourhood Resource Centre (SLNRC). Day-to-day supervision and consultation will be provided by the IHAP System Co-ordinator through regular supervision meetings and informal support as needed.

Work Schedule:
This is a full-time position (37.5 hrs/week), Monday to Friday, with some evenings and weekends as required to support client needs.

Rate of Pay:
$25.00 per hour

Position Summary

Intake Worker serves as the first point of contact for asylum claimants arriving at the South London Neighbourhood Centre. Under the Interim Housing Assistance Program (IHAP), the Intake Worker welcomes new arrivals, conducts need assessments, and connects clients to case management, housing, employment and other supports. Working closely with the IHAP Program team, this role helps streamline access to essential resources, contributing to clients' progress toward housing independence and community integration.

Roles and Responsibilities:
Client Intake and Support

1. Greet and welcome asylum claimants arriving at the Welcome Centre in a supportive and culturally responsive manner.
2. Maintain a welcoming and respectful environment that fosters trust, dignity, and inclusion.
3. Conduct friendly interviews to assess immediate needs and eligibility for IHAP and related services.
4. Provide information and orientation sessions about available community resources, programs, and supports.
5. Refer clients to appropriate case management, housing stability, and other services.

6. Ensure smooth warm referrals to Case Management and Support Services staff for coordinated follow-up.

Collaboration and Coordination

1. Coordinate with the IHAP Program team to ensure consistent and effective client support.
2. Collaborate with community partners and internal departments to facilitate warm referrals and appropriate resource connections.
3. Maintain current knowledge of local programs, supports, and eligibility criteria to provide appropriate and timely information to clients.
4. Participate in team meetings, case conferences, and collaborative planning to strengthen service integration across IHAP programs.

Administration and Reporting

1. Maintain accurate and confidential intake records and client data in approved databases and tracking systems.
2. Track referrals, service connections, and outcomes for reporting to City of London, Immigration, Refugees and Citizenship Canada (IRCC) and program partners.
3. Participate in staff training, professional development, and organizational meetings.
4. Operate in accordance with the policies, procedures, and protocols of SLNRC.
5. Perform other duties as assigned by the IHAP System Co-ordinator.

Job Expectations

1. Provide client-centered services in a welcoming, trauma-informed, and culturally sensitive manner.
2. Represent and uphold the values, mission and principles of SLNRC
3. Work independently and collaboratively within a multidisciplinary team.
4. Demonstrate professionalism, empathy, and discretion when working with vulnerable populations.
5. Promote inclusivity and cross-cultural understanding in all interactions.

Qualifications

1. Post secondary diploma or degree in Social Services, Human Services, or a related field preferred.
2. Experience providing intake, information, and referral services in a community or settlement setting.
3. Knowledge of settlement, housing, and social service systems supporting newcomers and asylum claimants.
4. Strong interpersonal, communication, and organizational skills.
5. Demonstrated ability to work effectively with individuals from diverse backgrounds.
6. Fluency in additional languages commonly spoken by asylum claimants is an asset.
7. Proficiency in Microsoft Office and client database systems.
8. Must submit a recent Vulnerable Sector Police check

Why Join Us?

This position offers a unique opportunity to make a tangible difference in the lives of asylum claimants. By joining our dedicated team at South London Neighbourhood Resource Centre, you will help foster community integration and belonging while contributing to a more inclusive and

connected London. If you are passionate about community development and thrive in a dynamic, people-centered environment, we encourage you to apply.

Application Process

At South London Neighbourhood Resource Centre, we are committed to meeting **AODA accessibility standards**, ensuring that our hiring process and workplace are inclusive and accessible. We welcome and accommodate applicants with disabilities, providing necessary adjustments to support their success.

*Together, we work to **empower and enrich the neighbourhood in an inclusive environment.***

This is an Internal/ External posting. If you are interested in applying for this position, please submit your resume and a detailed cover letter by EMAIL ONLY to: Katelyn Nicholls – Executive Assistant at knicholls@slnrc.ca