

POSITION DESCRIPTION

Job Title: Intake Services Coordinator

Reports to: Manager of Services

Revised: June 2026

Primary Function:

Under the direction of the Manager of Services, the Intake Services Coordinator determines eligibility for Wesway services according to established parameters and criteria. The Intake Services Coordinator is responsible for service-related databases and systems. The Intake Services Coordinator ensures that the referral and intake process are delivered in accordance with the agency's philosophy, policies and procedures, Ministry guidelines and applicable legislation.

Roles and Responsibilities:

Services

- Coordinate the referral and intake process for all Wesway services
- Determine eligibility for service according to clearly defined policies, parameters and criteria
- Seek clarification, gather information and follow up as necessary for the required documentation to confirm eligibility
- Develop and maintain effective systems to monitor the complex information needs pertaining to eligibility, multiple waiting lists and other service activities; review and update information on a regular basis
- Function as the primary contact for incoming referrals, waiting list families and service-related inquiries; provide follow-up information and support as necessary
- Provide information and support to families and other referring parties concerning potential linkages with other suitable service providers
- Complete functional assessments with identified families, as required
- Process incoming invoices, as required
- Lead and participate in other service projects as assigned

Agency Responsibilities

- Administrator of service-related databases and client information systems
- Represent Wesway at public information displays, workshop exhibits, and other community relations activities as directed
- Conduct Wesway presentations to various groups and organizations as directed

- Research and prepare information for project specific tasks
- Participate in the development of policies, procedures and/or practices as required

Statistics

- Track, record and report statistical data as required
- Prepare statistical reports as directed

Other

- Perform all other duties as assigned
- Actively pursue relevant training opportunities related to professional learning needs as identified in the performance review process
- Cover for, and act as a resource to, service-related positions

Qualifications

- College diploma or university degree in health services or social services from a recognized academic institution and a minimum of one year of related experience (or an equivalent combination of education and experience)
- Ability to exercise sound judgement and discretion when responding to confidential information
- Ability to deal effectively with people in crisis or other challenging situations
- Strong interpersonal, communication and presentation skills
- Strong organizational and time management skills
- Ability to function both independently and in a team environment
- General understanding of the theory, principles, legislation and practices of the delivery of human services
- Knowledge of community services and resources
- Proficient computer skills in a Microsoft Office environment and database management
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Work occasional irregular hours
- A valid driver's license and access to a reliable vehicle is required
- Required to do occasional travel within the City of Thunder Bay and Northern Ontario, including overnights