



	Job Description #	8011
	JD	
	CLINICAL INTAKE SERVICE WORKER	
Date Issued:	January 27/06	
Date Revised:	January 2026	
JOB DESCRIPTION Clinical Intake Service Worker	Job Description Approval  Chief Executive Officer	

POSITION TITLE:

CLINICAL INTAKE SERVICE WORKER

REPORTING TO:

Clinical Manager

WORKPLACE:

205 McNabb St., Sault Ste. Marie, ON

WORKTYPE:

In-Person

JOB SUMMARY:

Under the supervision of a Clinical Manager, the Clinical Intake Service Worker will:

- Serve as the entry point for youth, families, adults and collaterals wishing to voluntarily obtain mental health services within AFS (Algoma Family Services).
- Become thoroughly familiar with current government, community and agency frameworks, legislation, guidelines, and reports related to the functions of intake and service coordination for MCYS, MOHLTC/LHINS, and other funded children's services, specifically children's mental health services.

MINIMUM EDUCATION / EXPERIENCE

- Bachelor of Social Work preferred, with two (2) years relevant experience
- BA degree in Psychology, Social Services or related field preferred with three (3) years relevant experience; or
- College Diploma in relevant discipline (preferably Social Services Worker or Child and Youth Worker), plus minimum of four (4) years relevant experience.
- Relevant experience must include the provision of intensive case management in one or more of the following areas: children's mental health services, developmental services, rehabilitation services, and other community supports for high need, high-risk children and youth, with demonstrated ability to conceptualise both the administrative and clinical aspects of the work.

Job Description: Clinical Intake Service Worker

Job Description # 8011 (Jan 2026)

Page 2 of 5

- Significant experience and demonstrated ability in the provision of goal-oriented, community-based support services to children and youth with special needs (medical, developmental, social, emotional, behavioural, psychological, environmental) and their families.
- Experience providing single therapy sessions as a listener or a lead clinician.

QUALIFICATIONS

- High level of maturity and interpersonal skills; demonstrated leadership qualities with competence in making and implementing effective decisions.
- Ability to establish and maintain professional relationships within the intake team, and to work cooperatively and negotiate effectively within Clinical service providers at Algoma Family Services.
- Ability to work cooperatively and collaboratively, and to negotiate effectively with collateral agencies at the systems level.
- Practiced and proficient telephone interviewing and intake assessment skills with parents, youth up to the age of 18 years, caregivers, and collateral/community professionals.
- Proficiency in the use of a variety of developmental, behavioural and mental health screening and assessment tools.
- Demonstrated competence in the administration of the SDQ.
- Ability to write clear, concise reports and documentation, with attention to detail.
- Thorough knowledge of child and family development (psychological, emotional, physical, social), family systems theory, parent-child interaction and counseling services theories.
- Skills in a variety of basic counseling intervention techniques used for working with children, youth and their families.
- Skills in the areas of mediation, conflict resolution and negotiation.
- Demonstrated proficiency with computers and various applications, especially using Microsoft Suite, and EMHWare or other information databases.
- Ability to provide services in both official languages (English/French) is an asset.
- Possession of a valid Ontario Driver's License (minimum of Class G2 if over the age of 19, and Class G license if 19 and under), use of a personal vehicle and ability to travel within the District of Algoma.
- Availability to work flexible hours including evenings and occasional weekends.
- Clear Criminal Records Check.
- Fully immunized.

DUTIES AND RESPONSIBILITIES:

1. Maintain the confidentiality of our clients and client information at all times as per agency policies and procedures.
2. Serve as the entry point for youth, families, adults and collaterals wishing to voluntarily obtain mental health services within AFS. Using designated measures, (e.g., SDQ – Strengths and Difficulties Questionnaire) interview the inquiring person(s) as per AFS Child & Youth Mental Health Intake policies and procedures. For all but complex, multi-need children, this role will be brief and limited to information collection and facilitation of

Job Description: Clinical Intake Service Worker

Job Description # 8011 (Jan 2026)

Page 3 of 5

appropriate referrals to service-providing agencies.

3. Support and advocate for children/youth with complex needs and their families, irrespective of diagnoses or defined agency eligibility criteria for access to services, including those in immediate crisis [requiring short-term supports to return them to full functioning] and those with long-term intensive service needs.
4. Act as a children's service system navigator to help guide children/youth with complex/multiple needs and their families through the system of services.
5. Provide comprehensive, cross-sectorial children's service system coordination/case resolution services on behalf of complex, high-risk children and youth and their families/caregivers, in consultation with a variety of local and regional children's services providers.
6. Track cases of children/youth with complex/multiple needs within the local children's service system.
7. Become thoroughly familiar with current government, community and agency frameworks, legislation, guidelines, and reports related to the functions of intake and service coordination for children's mental health services.
8. To work as a team member to provide clinical intake services for AFS, this includes:
 - a) Responding within prescribed standards to all inquiries and requests about children/youth services and supports.
 - b) Report all situations where children/youth require child protection services to the Children's Aid Society of Algoma within prescribed time lines.
 - c) Gather pertinent information to determine the need(s) for service, incorporating the use of program and/or agency-specific screening tools, including the SDQ.
 - d) Determine client eligibility and priority for service using established criteria.
 - e) With the eligible client/family, develop a Disposition of Intake and AFS initial service plan to link the child/youth/family to the most appropriate service(s), secure all required consents, and enter all pertinent client information into the EMHWare data base.
 - f) Work in cooperation with the receiving service provider(s), ensure that the child/youth/family is promptly linked to the service(s) that the client intake information is shared appropriately and with legal consent, and that the initial service plan is coordinated and supported in a timely and efficient manner.
 - g) Prepare and distribute documentation for review by the Clinical Manager.
9. To work as a team member to meet the needs of complex, multi-need children and youth and their families/caregivers by following the Algoma Children's Complex Case Resolution Process.
10. To demonstrate strong, diplomatic mediation, conflict resolution, negotiation, and problem-solving skills at both the interpersonal and system levels, with the ability to foster collaboration, cooperation and effective negotiation.
11. To develop highly creative and innovative strategies to deliver individualized, clinically effective services within the local service system.

Job Description: Clinical Intake Service Worker

Job Description # 8011 (Jan 2026)

Page 4 of 5

12. To contribute to the development of a system/means to accurately track cases of children/youth with complex/multiple needs within the local children's service system.
13. To work in cooperation with the team and all other clinical staff assigned to ensure that appropriate consents to disclose personal health information as per PHIPA are signed and client information is shared, and that the ACPS is coordinated and supported in a timely and efficient manner.
14. To facilitate and attend mental health assessments with clients and assist with resulting referrals/recommendations as required.
15. To actively participate in the delivery of single therapy sessions and other clinical treatment services as designated by the Clinical Manager.
16. To complete all functions [intake, intervention, and case reporting, discharge and follow-up procedures] in accordance with established policies and procedures, and inter-agency protocols. Ensure that daily reports, clinical recording, statistical information, and other administrative requirements are accurately and promptly completed and communicated to the appropriate sources.
17. To have a thorough working knowledge of local and regional resources; liaise with local and regional service providers and other key resources.
18. To interpret the services of AFS to staff of local MCYS-funded children's service providers, to staff of organizations who are part of the local, cross-sectoral children's service system, and to the community at large.
19. To take initiative to develop a personal professional development plan.
20. To participate in program evaluation, accreditation, and other agency measures in accordance with established policies and procedures; to provide input into the development of proposals for service growth and delivery.
21. To assume other responsibilities as assigned from time-to-time by the Clinical Manager.

RESPONSIBILITIES AND EXPECTATIONS SPECIFIC TO RURAL ALGOMA:

1. To travel to all Algoma District communities, as required, to fulfill Intake Service functions and responsibilities.

FUNCTIONAL ABILITIES

- **Physical Demands:**

- The job entails lifting (up to 50 lbs) and moving objects, reaching, bending, and kneeling.
- Perform repetitive tasks such as data entry.
- Some outdoor work in various weather conditions, including extreme heat, cold, and precipitation.

Job Description: Clinical Intake Service Worker

Job Description # 8011 (Jan 2026)

Page 5 of 5

- Handle and operate equipment and tools related to program activities such as cooking and crafts.
- Potential to exert self physically in the management of acting out clients if required.
- **Mental Demands:**
 - Exposure to acting out behaviour by clients, including verbal and physical threats.
 - Requires periods of focused concentration to ensure tasks are completed accurately and efficiently.
 - Ability to manage multiple tasks and prioritize work effectively.
 - Maintain attention to detail while performing tasks.

Acknowledgement

I have read and understood the responsibilities and requirements of the Clinical Intake Service Worker position.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____