



**Intake and Triage Facilitator (LRC 41114)
Counselling and Accessibility Services**

Location: London

Employment Group: Support

Hours: Monday to Friday 8:30 a.m. to 4:30 p.m. with occasional evening hours

Pay Details: \$30.00 per hour

Closing Date: October 2, 2023

Working at Fanshawe College

Fanshawe College is committed to the principles of hybrid work and may offer this option to employees whose work can be performed in an alternate location, without adverse impact to the operations of the College, inclusive of our Student and Staff experience. Confirmation of hybrid work options available to you will be clarified upon hire and may be subject to change based on the duties required of your position. Successful candidates will be required to perform work within Ontario and must be available to work on campus, as required.

Note: This is a full-time Support position (35 hours per week).

Duties: Under the general supervision of the Manager, Counselling and Accessibility Services (C&AS), the incumbent provides effective front-line customer service for a wide range of student services. As a member of the front desk facilitator team, the incumbent provides assistance to students and community members, both in-person and virtually, including identifying service needs and providing information, assisting with scheduling appointments, and/or making referrals to other departments and community services. The incumbent will meet with students in a private setting to listen to their service needs, complete an intake assessment tool, and determine appropriate next steps.

The incumbent may meet with students when they are experiencing emotional distress requiring urgent service and assist with linking to appropriate services and resources (i.e., scheduling brief consultation or counselling appointments, connecting to accessibility services staff, assisting students to complete Early ID, connecting with security or other College staff, providing information about College and community resources, assisting with completing forms and other tasks, etc.).

The person in this role is responsible for assuring that all information about College and community resources is kept up-to-date and that our brochures and business cards are well stocked. The incumbent is comfortable assisting students/community clients with disabilities, including mental health concerns as well as individuals who are distraught/escalated and those who are at risk of harming themselves.

QUALIFICATIONS

- Post-secondary 3-year diploma/degree in Social Service work, Social Work or a related Human Services program
- Minimum 3 years' successful customer service experience working in an office and assisting students and clients with diverse issues
- Experience dealing with clients with mental health concerns and disabilities required
- Knowledge of College and community resources, including community crisis resources, is an asset
- Demonstrated strong organizational skills and attention to detail

- Demonstrated ability to work independently and as a team
- Demonstrated excellent verbal and written communication skills

While transcripts are not required for the interview, they are mandatory prior to any offer of employment.

How to Apply:

For more information and how to apply, please visit the Fanshawe College website at: <https://jobs.fanshawec.ca/>

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

Fanshawe College is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.

Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.