

Calgary Counselling Centre (CCC) changes people's lives. We provide counselling for individuals, youth, and families of all backgrounds, with barrier free access and no waitlist. We are philosophically grounded in research and outcomes measurements and are achieving unparalleled client success; we educate and train counsellors, all within a thriving social enterprise structure.

The role of the Intake Partner is critical to the overall success of the Counselling Alberta stream of service at the Calgary Counselling Centre. The candidate will be focused on ensuring timely efficient response to all inquiries and requests relating to counselling services through Counselling Alberta. A key component of the position will be working with prospective clients seeking service through Counselling Alberta and working with contracted sites across Alberta to triage referrals, manage intake requests and offer community resource information. This may be a hybrid role that offers the opportunity to work both onsite and virtually.

**Successful Candidate will have the following competencies:**

- Proven ability to create partnerships with multiple stakeholders that fosters an environment honoring individual preferences, choices, and traditions.
- Organize the daily flow of intakes/registrations for new clients in accordance with Calgary Counselling Centre policy.
- Knowledge of community resources and referral processes.
- Possesses excellent customer service and interpersonal skills.
- Possesses exceptional multi-tasking and organizational skills to effectively manage a high volume of tasks and be able to work within tight deadlines.
- Exhibits well-developed verbal and written communication skills.
- Skill in managing voice and electronic messages in an effective and proactive manner.
- Flexibility, a positive personality, and a willingness to help are critically important.
- Strong computer skills and an ability to embrace new IT systems and databases.

**Qualifications:**

- Bachelor of Social Work (BSW) and registration with the Alberta College of Social Workers.
- Administration and Intake experience with a client centered focus is an asset.
- Experience working with staff, students, and volunteers in a community-based setting.
- Strong command of English language, both verbally and written. Proficiency in a language other than English an asset.

This is a term position until March, 31, 2025 with the possibility of extension. If you are interested in this opportunity, please submit ONE PDF file with your first and last name including a cover letter and resume to [hr@calgarycounseling.com](mailto:hr@calgarycounseling.com). Applications will be accepted until a suitable candidate is found.

*Calgary Counselling Centre is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.*