



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

**INTAKE WORKER**  
INTEGRATED SOCIAL SERVICES DIVISION  
**ONE (1) PERMANENT FULL-TIME POSITION**

POSTING NUMBER:	30-2024	STATUS:	INTERNAL
POSTING DATE:	APRIL 12, 2024	CLOSING DATE:	APRIL 19, 2024
AFFILIATION:	UNION	HOURS PER WEEK:	35
SALARY GROUP:	5	HOURLY RATE:	\$22.41 - \$27.38

**POSITION SUMMARY:**

Under the general supervision of the Supervisor, Intake & Eligibility, the Intake Worker works in a team environment, providing reception, customer service, intake, and navigation services to clients.

**MAJOR RESPONSIBILITIES:**

1. Greet clients with appointments and general inquiries in-person and on the telephone.
2. Provide information regarding TBDSSAB programs and services.
3. Assist clients with computer, online, telephone or paper applications for all TBDSSAB programs, services, and registries (waiting list registry).
4. Enter basic client data into Service Applications as required.
5. Schedules client appointments for Verification Interviews.
6. Assess public and client needs and make appropriate referrals to TBDSSAB or external services.
7. Assist clients with basic service and program selection, use of quick eligibility calculators.
8. Maintain supplies and orderly lobby, reception, resource areas and interview rooms.
9. Performs data entry and functions such as scheduling, photocopying, maintenance of phone lists.
10. Document, accept and process cash payments, and cheque distribution.
11. Performs such other related duties as may be assigned.

**QUALIFICATIONS:**

**Education/Experience**

- Secondary school graduation.
- Two years' customer service experience.
- Equivalent combination of education and experience.

## Skills/Abilities

- Ability to communicate effectively and concisely, both orally and in writing.
- Ability to demonstrate interpersonal skills in dealing with the public in a courteous and effective manner.
- Organizational and administrative skills.
- Must be at a basic skill level in keyboarding and basic skill level in spread sheet software.

## CONDITIONS OF EMPLOYMENT:

- Must undergo a successful police records check, Type 2.

## HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources  
The District of Thunder Bay Social Services Administration Board  
231 May Street South  
Thunder Bay, Ontario, P7E 1B5  
Email: [careers@tbdssab.ca](mailto:careers@tbdssab.ca) | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#).

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](#).

## ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.



Baakaakonaanan  
Ishkwaandemonan  
Opening Doors for You