

KIIKENOMAGA KIKENJIGEWEN EMPLOYMENT & TRAINING SERVICES



JOB DESCRIPTION

Intake and Referral Officer

Purpose

The Intake and Referral Officer administers some aspects of the organization's projects, including planning, organizing, maintaining, and assisting program activities.

Scope

The Intake and Referral Officer is responsible to assist in the program objectives as they pertain to clients, including planning, intake of trainees in all programs run by KKETS, support to trainees, and promoting employment in order to secure opportunities for Matawa First Nation members. The Intake and Referral Officer is also responsible to maintain client data and files in accordance with the applicable funding agreements and KKETS policies and procedures.

The Intake and Referral Officer will ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions meet the relevant legislation, policies, and procedures.

Reporting to

ISETS Manager

Education

- College diploma preferred

Professional Designation

None required

Previous Experience

- 2 years experience in a related field
- Budget development and monitoring
- Career counseling
- Database entries

Knowledge, Skills, and Abilities

- Knowledge of relevant legislation and programming
- Knowledge of KKETS policies and procedures
- Understanding of Matawa First Nations Management
- Understanding of the Matawa region and the member First Nation communities
- Mathematical reasoning
- Knowledge of Indigenous Employment & Training
- Experience working with Indigenous people
- Budget development and monitoring
- Handling client files, good organization skills
- Fluency on Ojibway or Oji-Cree is considered an asset;

Proficiency in Computer Use

- Word processing
- Spreadsheets
- Databases
- Email
- Internet

Personal Characteristics

- **Ethics:** Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Confidentiality:** Maintain strict confidentiality both inside and outside of the workplace

- **Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization
- **Communication:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- **Client focus:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- **Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- **Decision making:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- **Leading:** Positively influence others to achieve results that are in the best interests of the organization
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Planning:** Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results
- **Problem solving:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem, often using creativity and innovative thinking
- **Energy:** Bring energy and enthusiasm to the workplace
- **Flexibility:** Adapt to changing scenarios and stimuli
- **Quality:** Focus on details and ensure all work is of a high standard of quality
- **Results:** Focus on achieving desired outcomes of all tasks undertaken
- **Accountability:** Be reliable, dependable, and accountable for personal actions
- **Coaching:** Coach and mentor others to help them develop both professionally and personally
- **Professional development:** Be driven to continuously improve professional knowledge and skills

Working Conditions

- The employee may have to travel throughout the region to various communities, during various weather conditions
- The employee may have to lift, carry, and manage various equipment and supplies
- The employee may have to spend long hours sitting to use computer or office equipment, or to attend meetings
- The employee may be required to work in an environment that is busy and noisy, with frequent interruptions and distractions
- The employee may be required to manage multiple tasks and projects at one time
- The employee may be required to work odd or long hours under stressful conditions at certain times to complete special requests or projects

Primary Duties and Responsibilities

PLAN THE PROGRAM

- Plan the delivery of the program and activities in accordance with the mission and the goals of the organization
- Assist in new initiatives to support the strategic direction of the organization
- Assist with develop and implement long-term goals and objectives to achieve the successful outcome of the program
- Assist with a program evaluation framework to assess the strengths of the program and to identify areas for improvement

ORGANIZE THE PROGRAM

- Ensure that program activities operate within the policies and procedures of the organization
- Ensure that program activities comply with all relevant legislation and professional standards

- Develop forms and records to document program activities
- Be responsible to oversee the collection and maintenance of records on the clients of the program for statistical purposes according to the confidentiality/privacy policy of the organization
- Filing EI Verification forms with the HRSDC office for client eligibility
- Implementing all EI Verification forms received
- Adding to file all complete printouts for each EI Verification

LEAD THE PROGRAM

- Review all applications and communicate with clients to obtain any missing information that is required for a complete application
- Assist to coordinate the delivery of services among different program activities to increase effectiveness and efficiency
- Assist to provide mentoring and tutoring activities for the training projects where applicable
- Present all completed client applications to the Review Committee for approval

CONTROL THE PROGRAM

- Communicate with clients as outlined in funding applications
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
- Assist in the monitoring of the program activities on a regular basis and conduct an annual evaluation
- Assist in reporting evaluation findings to the Finance Manager and recommending changes to enhance the program, as appropriate
- Interview and assess clientele and recruit based on eligibility
- Assist and supervise walk-in clients
- Assist to monitor Resource Centre activity
- Ensure client database and client files are kept up to date
- Complete client follow-ups and submit quarterly reports to ISETS Manager

OTHER

Perform other duties as required

Certification

The above statements are intended to describe the general nature and level of work being performed by the incumbent for this position. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

EMPLOYEE

I certify that I have read and understood the responsibilities assigned to this position.

Printed Name: _____

Signature: _____

Date: _____

KKETS MANAGEMENT

I certify that this written job description accurately describes the responsibilities assigned to this position.

Printed Name: _____

Title: _____

Signature: _____

Date: _____