

Intake Facilitator
Full Time Permanent (35 hours/week)
Job ID #26-014

Are you looking to make a difference in your community?
Join the Norwood team and start making a difference today!

Norwood Child and Family Resource Centre is an Edmonton based non-profit organization that has been supporting children and families since 1963, with a vision of Healthy Children, Healthy Families, Healthy Communities. Our programs and services are designed to strengthen and empower individuals. For more information, visit <https://www.norwoodcentre.com>.

Position Summary

The Intake Facilitator serves as a primary point of contact for participants, professionals, and community partners seeking information about and access to Norwood and Family Resource Network programs and services. This role provides a welcoming, relationship-based intake and navigation experience grounded in participant centered, strengths based, culturally responsive, and trauma-informed practice.

Working collaboratively with participants, the Intake Facilitator helps reduce barriers to services through responsive intake, navigation, case management, and coordinated support. The role partners closely with Norwood staff, Family Resource Network (FRN) partners, and community service providers to connect participants with appropriate resources and supports.

This position requires a flexible work schedule that includes evenings and weekends as scheduled to meet the needs of families.

Reporting to the Program Manager, the Intake Facilitator is responsible for the following:

- Respond to inquiries from participants, professionals, and community partners about Norwood and FRN programs and services.
- Conduct welcoming, relationship-based intakes in office, community, home, telephone, and virtual settings, as appropriate.
- Use active listening and skilled conversation to help participants identify and communicate their strengths, concerns, priorities, goals, and support needs.
- Manage an assigned caseload and provide ongoing case management and service coordination, including collaborative goal setting, advocacy, warm handoffs, follow-up, and navigation across service systems.
- Support participants in overcoming barriers and making informed choices while respecting their dignity, autonomy, culture, and lived experience.
- Maintain current knowledge of Norwood programs, FRN services, community resources, eligibility requirements, and referral pathways.
- Collaborate with Norwood staff, FRN partners, and community service providers to deliver coordinated, responsive, and comprehensive support.
- Maintain accurate, timely, complete, and confidential records in agency and collaborative data systems, including intake, referral, follow-up, goal, service, and outcome information.
- Build and sustain relationships with community partners to strengthen referral pathways and service coordination.
- Promote Norwood programs and services through community meetings, resource fairs, events, and presentations.

The ideal candidate will possess the following qualifications:

- A post-secondary degree or diploma in Human Services, or an equivalent combination of education and experience.
- Knowledge of child and youth development, parenting, family support, community resources, and service navigation.

- Demonstrated ability to support participants using strengths-based, participant centered, culturally responsive, trauma-informed, and relationship-based approaches.
- Ability to complete intakes, assessments, referrals, documentation, and follow-up accurately and with strong attention to detail.
- Strong communication, collaboration, conflict resolution, organizational, and problem-solving skills.
- Ability to work effectively within a multidisciplinary team and in partnership with community organizations.
- Proficiency with Microsoft 365 and agency data systems.
- A valid driver's licence and access to a reliable vehicle.
- Successful completion of a Criminal Record Check and Child Welfare Intervention Record Check. Any findings will be reviewed on a case-by-case basis.

The following qualifications are considered an asset:

- Experience conducting intakes, facilitating supported referrals, providing family navigation, or delivering case management and service coordination.
- Experience working with children, youth, families, and participants from diverse cultural and socio-economic backgrounds.
- Training or experience in relational intake, active listening, and skilled conversation that supports families in identifying and communicating their strengths, concerns, priorities, and support needs.

The hourly range for this role is \$27.95 - \$36.17 per hour (\$50,865 - \$65,830 per year) based on a 35-hour week.

Norwood provides the following:

- Great benefits plan
- 12 sick/personal leave days per year
- Service recognition and employee awards
- Ongoing professional development

Norwood staff are guided by the following Team Charter: (SPIRIT)

- **Support** - We utilize one another's strengths to take on challenges and opportunities using positive communication, collaboration, and compassion.
- **Passion** - We have the energy, attitude, and enthusiasm to be fully committed and engaged in our work with each other.
- **Integrity** - We are honest, trustworthy, transparent, and accountable with each other.
- **Respect** - We accept others without judgment and recognize that every individual is a person of value.
- **Inclusivity** - We celebrate diversity and welcome people of all abilities, backgrounds, cultures, and perspectives.
- **Team** - We are all one group working towards improved outcomes for children and families.

If you share our values and support our mission and vision, please consider joining our team.

Norwood Child and Family Resource Centre values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and 2SLGBTQ1A+ communities.

To apply for this opportunity, please submit your résumé and cover letter to: careers@norwoodcentre.com

Please state in the cover letter how you align with the Norwood Team Charter and how you heard about the position.

Please include Intake Facilitator and **Job ID #26-014** in the Subject Line of the email.

Closing Deadline: Until Suitable Candidate is Found

We thank all applicants for their interest, however, only those selected for an interview will be contacted.