



## **Dufferin Child & Family Services**

**child and youth mental health • child protection • developmental support**

Dufferin Child and Family Services is a multi-service agency providing Child and Youth Mental Health, Child Protection and Developmental Support.

The agency currently requires:

### **1- Permanent Full Time – Intake Facilitator, Youth Wellness Hub**

The Intake Coordinator will play a pivotal role in ensuring that youth accessing the Youth Wellness Hub experience a seamless, welcoming, and supportive entry to services. Working as a member of the Youth Wellness Hub Team, the Intake Coordinator will work closely with youth to support continuity of care, facilitate warm transfers to Hub programs and community partners, and provide trauma-informed, culturally safe, youth-centered services.

#### **You are seeking:**

- A dynamic opportunity to provide an inclusive, positive, and welcoming space where participants can receive access to a broad range of services and supports.
- A challenging role that offers flexibility, learning opportunities, and multidisciplinary collaboration.
- A unique opportunity to work in a progressive, multi-service agency in collaboration with community partners.

#### **We are seeking an individual with an ability to:**

- Book appointments, receive and process external referrals, perform reception duties, provide administrative support, maintain record keeping, and generate reports.
- Answer phone calls in a professional manner, welcome visitors/youth when entering, and receive and process intake referrals.
- Manage voicemails and direct to appropriate services/service team.
- Assist with troubleshooting administrative issues (fax, photocopier, printer).
- File and maintain electronic reports and client files while adhering to confidentiality.
- Work alongside Peer Support Worker to welcome new youth and assist them with service navigation.
- Maintain and order office supplies, beverages, and food items.
- Provide orientation and training on building and database best practices for new staff as required.
- Liaise with internal and external partners to generate positive community relationships.
- Consult with supervisor regarding client complaints, serious occurrences, and high-risk situations.
- Read and write reports and take meeting minutes; hold an appropriate understanding of policies and procedures.
- Understanding of local services and supports that include, but are not limited to, primary care, sexual health, mental health, employment, tutoring, life skills, and peer support.

- Perform additional duties as required; work flexible hours, as required.

### **Qualifications:**

- Post-secondary education in Social Service Work, Child and Youth Worker, Social Work, Health Services, Psychology, or equivalent.
- Minimum of 2 years' experience in the mental health and addictions sectors.
- Background in anti-oppression and inclusion including knowledge of supporting LGBTQ+ youth.
- Experience working with youth who are experiencing emotional and/or mental health challenges that are working towards recovery.
- Strong ability to work independently and collaboratively with a multidisciplinary team to carry out recovery and support.
- Demonstrated abilities with respect to sound judgment, critical thinking skills, risk assessment and response.
- Valid Ontario Driver's License (Class G or G2), access to reliable vehicle & insurance.
- Availability to work flexible hours; evening and weekend shifts will be required.

If you are interested in this job opportunity, please apply by email on or before **Friday February 13, 2026** to [hr@dcafs.on.ca](mailto:hr@dcafs.on.ca) **quoting reference number 2026-006.**

As an employer committed to employment equity and accessibility for persons with disabilities, we encourage applications from members of equity-seeking communities including racialized and Indigenous persons, persons with disabilities, women, and persons of all sexual orientations and gender identities/expressions. Our hiring framework is founded in equity, truth and reconciliation, anti-black racism, and anti-oppressive practices.

DCAFS is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request, and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

Applicants are required, in advance, to make any accommodation request known to Human Resources by contacting the department at (519) 941-1530 and Human Resources will strive to provide reasonable and appropriate accommodation for all applicants during the recruitment and selection process, which will ensure the process, is conducted in a fair and equitable manner.

**Thank you for your interest; however, only those selected for an interview will be contacted.**

**Role Location:** Dufferin County, Various Locations

**Reports to:** YWHO Coordinator

**Hours of Work:** 33 hours per week, Monday to Friday, Flexibility to work afternoons, evenings, and some weekends required

**Salary Range:** \$59,000-\$78,000