



## The Workers' Resource Centre

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Toll Free: 1 (844) 435-7972 (HELPWRC)

### **Intake Coordinator**

**Position Type:** Full Time – 35 hrs/week

**Job Region:** Calgary, AB

**Wage:** \$34.45/hour + benefits and 7% in lieu of RSPs

**Union:** CUPE Local 4731

The Workers' Resource Centre (WRC) is a charitable organization whose mission is to build the individual and collective capacity of Albertans to understand and achieve employment rights and benefits. The Workers' Resource Centre (WRC) helps workers understand and access their benefits and entitlements under a variety of employment-related legislations in Alberta (the Alberta Employment Standards Code, Employment Insurance Act, Alberta Human Rights Act, Workers' Compensation Act, Canada Pension Plan and employer short/long term disability benefits). The WRC's clients primarily come from vulnerable populations, including new immigrants and Temporary Foreign Workers (many with language barriers and/or limited literacy in English), persons with disabilities, unemployed/underemployed workers, youth and Aboriginal workers.

### **Specific position responsibilities include:**

- Staffing the reception area and being the first point of contact for clients (both on the phone and in person);
- Conducting the initial client screening and intake process;
- Establishing and managing a client triage system in collaboration with other WRC staff;
- Referring clients whose needs fall beyond the mandate and skills of the WRC to more appropriate

agencies and programs;

- Monitoring the WRC's general e-mail account;
- Keeping a record of client phone calls, e-mails and messages;
- Coaching clients who need help completing their bi-weekly EI reports;
- Conducting client follow-ups after they have been aided by a case worker, to confirm whether their claim or complaint was successful, and how much they became entitled to;
- Entering client data into the WRC's databases;
- Compiling client statistics on a monthly basis;
- Collecting and compiling program evaluation survey;
- Arranging for clients to collect their personal files once their claim/complaint/appeal has been finalized;
- Volunteer interpreter coordination;
- Help preparing WRC correspondence;
- Assisting other staff with document filing;
- Other administrative duties, as required.

**The ideal candidate will possess the following qualifications:**

- A degree in labour or policy studies, social work, sociology, law, administration, or related field, or a combination of relevant education and experience
- Familiarity with and demonstrated ability to accurately interpret employment-related legislation and policy (e.g., Employment Standards Code, Employment Insurance Act, Alberta Human Rights Act, Workers' Compensation Act, Canada Pension Plan disability benefits)
- Excellent verbal and written communication skills
- Demonstrated critical thinking and analytical skills
- Experience working effectively with people from a broad range of ethnic, racial and cultural backgrounds, with sensitivity to diversity of gender, income, age, ability and sexual orientation
- Experience working with clients who have language barriers
- Understanding of, and commitment to, labour and other social justice issues
- Excellent organizational skills and ability to work independently as well as in a team
- Strong interpersonal skills
- Available to work flexible hours, including the occasional evening or weekend
- Proficient with MS Office (Access, Excel, Word, Outlook, PowerPoint), and comfortable

learning new software

- Ability to communicate fluently in Spanish, Punjabi, Mandarin and/or Cantonese would be a significant asset.
- This position reports to the WRC Executive Director.