

Brain Injury Services – Centralized Intake

A joint initiative of Brain Injury Associations of Durham and Peterborough Regions

Job Title:	ABI Intake Coordinator	Job Category:	.8 F.T.E.
Functional Centre:	Community Development & Capacity Building	Contract Period:	Permanent part-time
Location:	Central East Region	Travel Required:	Travel Required – Central East Region
Level/Salary Range:	Rate of pay based on experience	Supervisor:	BIADR / BIAPR Executive Directors

Job Description

ROLE AND RESPONSIBILITIES:

The **ABI Intake Coordinator** role is to enhance and streamline the ABI Care Pathway process of ABI client referrals to the appropriate ABI community supports utilizing the expertise of the ABI System Navigator. The vision is to enhance the client and care partner experience when accessing ABI supports.

The ABI Intake Coordinator is responsible for processing applications for ABI services by completing the Pre-Intake and Intake Phase of the 'Intake & Placement Framework'. This includes acknowledging with the applicant and/or referral source that the application has been received; connecting with referral source as needed; determining eligibility and reviewing the intake process; providing support to applicant until placement is made; and updating the client database record. The ABI Intake Coordinator will work closely with both the ABI System Navigator and Office Administration teams throughout the process.

The **ABI Intake Coordinator** will:

- Works closely with the ABI System Navigator for a timely, objective and consistent intake process.
- Receive Applications for Service, contacts clients to determine eligibility, and reviews intake process.
- Timely updates of client profile, intake notes and database documentation for BIADR and BIAPR.
- Assist with ABI Support Triage; Identify need for immediate support and consult with ABI System Navigator and/or Executive Directors for Triage.
- Ensure timely response to assist in avoiding potential crisis situations.
- Assist with building competency, effectiveness, and efficiencies (LEAN) for Intake in each Brain Injury association.
- Assist with appropriate and timely referrals out to other community supports, provincial supports, ABI resources.
- Assist with providing immediate ABI resources as appropriate, i.e. OBIA, Peer Support, ABI FYI, etc.
- Assist with addressing the gaps identified and supports the proposed "Neurotrauma Care Pathway Project for Ontario".

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

Completion of post-secondary education in the social or health science disciplines. Minimum of three years related experience in the delivery of community supports to clients (preference will be given to those with experience who have worked with individuals with acquired brain injuries). Possess a valid Ontario Driver's License, automobile in good repair and insurance as required by agency policy.

Knowledge of the local community resources. Demonstrated ability to work in clients' living and social environments. Strong communication and interpersonal skills. Flexible with demonstrated ability to work independently as well as with a team that fosters respect for one another and the members of the ABI community and their families. Demonstrated knowledge of computer applications (Microsoft Office Suite including Teams and other virtual platforms i.e. Zoom and client database systems) and ability to learn new applications. Ability to travel and work from both BIADR and BIAPR offices. Satisfactory police record check and vulnerable sector screening.

Approved By:	BIADR	Date:	
Approved By:	BIAPR	Date:	