

VACANCY

Job Title	Intake Consultant (Wellbeing & Development)
Programme(s)	Well-being & Development
Reports to	Jane Kanswe (Programme Manager)
Work Location	Scalabrini Centre of Cape Town, 47 Commercial Street, Cape Town
Work Hours	40 hours per week (Monday to Friday)
Closing date	03 January 2024
Email your application to	operations@scalabrini.org.za

About SCCT

The Scalabrini Centre of Cape Town is a South African NPO advocating for the rights of people on the move. Our mission is to welcome, to protect, to promote and to integrate, people on the move into local communities.

Purpose of position (summary):

The primary purpose of this role is to implement the intake process by assessing, screening, and registering individuals seeking support services, ensuring clients receive appropriate services based on their needs. This includes conducting a needs assessment for each client, formulating individual development plans, and implementing intervention strategies. The role also involves monitoring and evaluating the effectiveness of interventions, as well as supporting leaders in conducting community outreach programs.

Primary Duties and Responsibilities:

- Consult with clients, assess needs, and formulate interventions using a holistic approach. Upload accurate client data on Salesforce and ensure clients eligible for financial assistance are assessed according to standard procedures.
- Address community needs through outreach programs in collaboration with leadership forum members.
- Support social worker in coordinating SHAWCO clinics, including recruitment and managing WhatsApp groups.
- Conduct home visits to assess living conditions and identify clients' needs.
- Coordinate Men's Group by supporting and supervising men's group peer facilitators.
- Ensure timely client registration, assist with data collection for monitoring and evaluation, and manage client transitions to service delivery.
- Refer clients to relevant sectors within Wellbeing & Development and other Scalabrini programs based on needs.
- Ensure accuracy in client agreements, manage transport stipend records, and ensure emergency allowances are documented and uploaded to Salesforce.
- Maintain professional relations with stakeholders and contribute to creating new knowledge systems and resource channels.
- Contribute to the development of SOPs, evaluate Salesforce, report to the team, and represent the organisation at events or functions.
- Ensure all necessary documentation and data will be collected and maintained per program protocols and confidentiality standards.

Minimum Qualifications, Skills and Experience:

Minimum requirements:

- Matric certificate and appropriate degree eg. Community Development or Social Sciences
- Previous experience (at least 3 years) in a similar role
- Experience working with vulnerable families
- Excellent English verbal and written communication skills
- Excellent at relationship building
- Self-motivated, with high energy and an engaging level of enthusiasm
- Good facilitation and supervision skills
- Proficient in Microsoft Word, PowerPoint, and Excel
- No criminal conviction, Part B of the National Child Protection Register clear and PSEA trained

Advantageous

- Experience in working with refugees and migrants
- Passionate about empowering women
- Speaking additional languages e.g. French, Swahili

PLEASE NOTE:

Only short-listed candidates will be contacted. Scalabrini Centre reserves the right not to make any appointment in this position. Shortlisted individuals may be contacted for any further supporting documents and registration details needed. Scalabrini Centre has a zero-tolerance policy regarding sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination; and adheres to strict child safeguarding principles. Selected candidates will be expected to undergo reference and background checks, including verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information in this regard.