

## **CLARS Intake Worker**

**Location:** 25 Main Street West, Suite 105 Hamilton, Ontario L8P1H1

**Position Type:** Full- Time Salaried; 35 hours per week with benefits and complimentary YMCA membership

**Salary Grade:** Grade 2

**Salary:** \$40,050 annually, commensurate with experience

**Anticipated Start Date:** January 26, 2026

### **Position Overview:**

The CLARS Intake Worker plays a key role in supporting the YMCA's commitment to delivering accessible, high-quality settlement and language services for newcomers. This position is responsible for welcoming clients, providing accurate program information, and ensuring a smooth intake and appointment-booking process for language assessments. The role requires strong customer service skills, attention to detail, and the ability to work collaboratively within a fast-paced, client-focused environment. By guiding clients through eligibility screening, assessment preparation, and referral pathways, the CLARS Intake Worker contributes to positive newcomer experiences and supports their successful transition into language training programs.

### **What You'll Do:**

- Respond to initial inquiries from clients and third parties regarding CLARS Center services and available language training programs
- Provide clients with information and overview of the language assessment process and outcomes
- Screen clients to determine their eligibility for language assessment
- Update the CLARS binder with new eligibility criteria and sample documents when necessary
- Assess clients' interests and language training needs
- Book language assessment appointments for in-person or online sessions
- Reschedule appointments when clients request changes
- Contact clients with appointment reminders
- Follow up with clients who miss appointments and reschedule them as needed
- Provide information on school availability and place clients on waitlists for their preferred school
- Compare school locations and client's address to determine the most convenient option, especially for clients unfamiliar with Hamilton and surrounding communities
- Process requests for school transfers
- Update clients' immigration status, address, contact information
- Monitor school waitlists when seat openings are announced
- Add child information when LINC clients are eligible for childcare
- Assist with iCare monthly uploads
- Generate monthly statistical data and reports as required

**What You'll bring:**

- **Education, Training, Skills and Experience:**
- Completion of community college diploma or degree in business or office administration and/or equivalent work experience
- Excellent customer service skills
- Experience in a fast-paced and high-volume work environment
- Strong computer skills, proficient in Microsoft Office, Access and web-based database systems
- Demonstrated knowledge of community services and resources
- Experience and sensitivity in dealing with members of different cultural and racial backgrounds, including visible and invisible dimensions of diversity
- Knowledge of the HARTs System is considered an asset
- Knowledge of another language is considered an asset

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton|Burlington|Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position.

**Ready to Make a Difference?**

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

**Interested in applying?** Please submit your resume to German Alvarez, Program Manager Immigrant Services via email [german.alvarez@ymcahbb.ca](mailto:german.alvarez@ymcahbb.ca) by **January 11, 2026**.

The YMCA of Hamilton|Burlington|Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department [plc@ymcahbb.ca](mailto:plc@ymcahbb.ca)