

Behavioural Health Foundation

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Position	Intake Coordinator (Term)
Department/Program	Breezy Point & Addiction Treatment Services
Employment type	Full-Time, Term (Oct 1, 2026-March 31, 2027)
Shift / hours	Days, evenings, and weekends as required
Salary	Starting at \$24.84/hour
Posting Date	September 11, 2026
Closing Date	Until filled
Number of Openings	1

ABOUT US

The Behavioural Health Foundation (BHF) is a Therapeutic Community providing long-term bed-based treatment for adults and family units experiencing issues related to substance use and co-occurring mental health concerns. Programming includes individual and group counselling and focuses on wholistic person centered wellness. Adult education, employment development and life skills are key components of supporting residents to move to healthier coping and life choices.

BHF is one of the few programs where adults can enter with their children or reunify with children not in their care while they are in the program. With dedicated childcare and K-6 education on site, the program offers healing opportunities for the whole family. The Indigenous Services at BHF offer Traditional Teachings and Ceremonies to residents and community members. Traditional healing in a trauma informed environment has strengthened many members' success in changing their lives. The Outreach team supports members working to maintain healthy choices as they transition back into their communities.

Visit www.bhf.ca to learn more about our program.

JOB SUMMARY

The Intake Coordinator is responsible for leading and coordinating the intake and admission process for individuals entering BHF's programs, ensuring referrals are reviewed in a timely and consistent manner and that admissions are coordinated effectively with the program team.

The Intake Coordinator plays a key role in managing program flow and supporting entry into the Therapeutic Community; ensuring appropriate placement, complete and current documentation, and that individuals and families are prepared for entry into the program. The role works closely with the Justice & Community Coordinator and Continuing Care Coordinators, and contributes to outreach, presentations, and relationship-building with referral sources and community partners.

SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

- Receive, review, and follow up on all incoming referrals, conducting intake screening and gathering relevant background, social history, and referral information.
- Assess program fit in collaboration with the program team and prioritize referrals based on urgency, suitability, and availability.

- Maintain and actively manage the waitlist to support effective bed utilization, and communicate acceptance, deferral, or decline decisions clearly and respectfully.
- Ensure all intake requirements and documentation are complete, accurate, and current prior to admission, and coordinate admission dates and entry logistics.
- Prepare individuals, families, and referral sources for entry by providing clear information about expectations, structure, and guidelines, including situations involving children.
- Act as the primary point of contact for intake-related communication and collaborate with the Justice & Community Coordinator and Continuing Care Coordinators.
- Maintain accurate intake records and track referrals, admissions, and waitlist activity in accordance with program and CARF standards.
- Participate in intake interviews, facility tours, pre-admission engagement, presentations, and Case Review and Team Meetings.

QUALITIES AND QUALIFICATIONS

- Diploma or degree in social services, behavioural sciences, or a related field; an equivalent combination of education, training, and relevant experience may be considered.
- Minimum of two (2) years' experience in a residential or community-based setting; experience in intake coordination, assessment, or program admissions is preferred.
- Candidates who self-identify as First Nations, Métis, or Inuit are encouraged to apply. Indigenous ancestry is considered an asset in recognition of the populations served by the program.
- Knowledge of substance use, recovery processes, and community-based support approaches, and an understanding of structured program environments.
- Knowledge and appreciation of Indigenous histories, cultures, traditions, teachings, and worldviews.
- Strong organizational, time management, communication, and interpersonal skills, with the ability to manage multiple referrals and competing priorities.
- Ability to work independently and within a collaborative team, exercising sound judgment, professionalism, and discretion while maintaining confidentiality.

CONDITIONS OF EMPLOYMENT

- Clear Criminal Record Check, with the ability to obtain and maintain approval for access to correctional facilities, required prior to employment.
- Satisfactory child abuse registry check (no older than three months).
- A valid driver's license with a reliable vehicle and a satisfactory driver's abstract.
- Must be legally entitled to work in Canada.
- Current First Aid, CPR, and CPI certification, or willingness to obtain within three months of employment.
- Mental Health First Aid Certificate is considered an asset.
- Must be able to work in a fast-paced environment and demonstrate a strong work ethic and reliability.
- Maintain strict confidentiality guidelines regarding all clients, conversations, and referrals.

BENEFITS

- Fully employer paid comprehensive benefits package (Medical and Dental, Vision, AD&D, Critical Care Coverage) for full time/permanent staffing positions.
- 5 % matched pension program

- 3 weeks' vacation to start.
- Worker's Compensation Coverage
- Training and development, including NCI, First Aid and Cultural Competency
- On site Indigenous teachings/ceremonies
- Free lunch, coffee, and snacks
- On site fitness facility
- Free parking on site
- Opportunities for education agreements for job related training
- Company paid dues for employment related professional designation
- Mileage reimbursement (when applicable)
- A park-like suburban setting makes coming to work a pleasure
- Casual dress

HOW TO APPLY

Applicants can express their interest by submitting a cover letter along with their resume and salary expectations to **Paulah@bhf.ca**. We thank all applicants, but only those being considered for an interview will be contacted.

Behavioural Health Foundation is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. BHF offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.