

EMPLOYMENT OPPORTUNITIES

Community Resource Navigator

Full-Time & Part-Time (Contract until March 31, 2021 with Possibility of Extension)

For the past 64 years, Findhelp/211 Central (www.findhelp.ca) has been a trusted hub of community information. Each year we connect over 300,000 callers and 2 million web users to more than 60,000 services and supports in Ontario and beyond. Findhelp/211 Central not only connects people to the services that they need but also provides vital trend information for community planning and public benefit. Our dynamic team strives for excellence in all that we do, creating connections and solutions to build strong communities. We prioritize organizational health, a learning culture and opportunities for growth and professional development.

The Opportunity

We are looking to expand our team of navigators who serve as the bridge that links people with health and human services across Ontario, and beyond, through our 211 services and various specialty lines. In this role you have the benefit of working from home during the COVID 19 Pandemic crisis.

The candidate should have access to a quiet work from home environment and must have a reliable internet connection.

Responsibilities

- You will primarily be supporting a diverse group of clients by phone, chat, text or emails, connecting people to health and human services information, assisting with problem solving and assessing service needs.
- You will apply active listening skills to identify appropriate resources and provide information on eligibility requirements and service availability, recognize and respond appropriately to persons in crisis, and identify those individuals who are vulnerable and would benefit from a follow up call. At times, you may need to advocate on behalf of individuals who face personal and/or systemic barriers.
- You will provide information and referrals by using a comprehensive database of provincial resources and agency tools to assist in connecting callers to the services they need, efficiently and effectively. You will be instrumental in tracking calls to help identify needs or gaps in services, providing a more accurate picture of community needs.
- This position requires the ability to communicate and empathize with individuals of diverse backgrounds, and make them feel that their needs or requests have been met with sincere care and concern.
- You will strive to uphold service excellence, responding to inquiries thoroughly and according to established service and quality standards.
- **These temporary positions require a quiet work from home environment and ability to work a flexible schedule including weekdays, weekends, and public holidays** in a repeating four-week schedule according to the needs of the agency's 24/7 Inquiry Services Department.

Qualifications

- Strong problem-solver, able to make independent service decisions.
- Enjoy working both independently and as a member of a dynamic team on new and existing services, and special projects.
- Degree or diploma in Social Services, Social Work, Psychology, or other related field
- Two years' experience (paid or volunteer) in the information and referral or related sector
- Excellent communication skills both in writing and orally. Expressing and transmitting information with consistency and clarity, using active listening techniques.
- Strong knowledge of the nonprofit sector
- Demonstrated commitment to principles of anti-oppression, equity and inclusion
- Proficient in computers skills, and adaptive to changes and additions in applications and programs.
- Proficiency in French or other language in addition to English an asset
- The successful candidate will have the ability to:
 - engage clients and remain empathetic, supportive, open-minded and non-judgmental
 - adapt to ever changing client and organizational needs
 - effectively assess caller needs and problem solve
 - thrive in a dynamic fast-paced environment where teamwork, and collaboration define the way we operate

If you meet the criteria outlined above, we would love to hear from you!

Salary and Benefits:

Full-Time positions consist of 140 hours of work in a four-week period. Part-Time positions consist of a maximum of 79 hours in a four-week period.

Hourly Rate Range: \$26.16 to \$30.72 plus 18.25% in lieu of benefits.

Application Procedure:

Applicants will be reviewed as received until suitable candidates are found. Please send a cover letter and resume to:

Cristina Umana, HR and Administration Manager

Fax: 416-392-4404 | email: job@findhelp.ca

Additional Information: These positions are part of CUPE Local 3173.

Findhelp Information Services is committed to an inclusive, equitable and accessible workplace that reflects the diversity of our clients and the communities we serve. We actively encourage applicants from all equity seeking groups, and others who respect and reflect the diversity of service users.

In accordance with Ontario Human Rights Code, and Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview. No phone calls please.