

## EMPLOYMENT OPPORTUNITY

### Community Resource Navigator | Bilingual French/English Full-Time Permanent Overnight

Are you interested in making a meaningful difference in the world? We're looking for someone who is inspired in making a difference in people's lives, and who can help us to advance our mission.

At Findhelp|211 Central, we connect people to the government and community services (we call these human services) that help them lead engaged, healthy lives and pull people out of poverty. Human service systems are becoming smarter and more complex. We're constantly innovating to keep up with these changing demands so that everyone has access to the services they need: *to create connections and solutions to build strong communities.*

We're proud of our people and culture! Our workplace is focused on balance, engagement and a healthy environment. We pride ourselves on being an employer of choice and we do the work to make that happen.

Most importantly, you'll be engaged and supported to learn and grow your career and you'll make a difference across Canada.

#### **The Role**

The Service Navigator position is great for people with social service or social work backgrounds. The position involves high quality professional telephone/chat/text support for diverse service users and complex problem solving to ensure people are connected to the right services quickly and easily and that barriers to service are reduced whenever possible. This is an exciting, fast paced and constantly changing position with service users needs changing from call to call.

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 computer and 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. We will support you to achieve and/or sustain AIRS certification.
- **This position requires an individual who can work exclusively overnight shifts** – including weekdays, weekends, and public holidays, and one day shift per month in a repeating four-week schedule according to the needs of the agency's 24/7 inquiry services department.

#### Who you are:

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

You'll welcome new opportunities to make a difference in the world and further our vision – People Connected. Communities Strengthened.

#### You'll join us with the following skills and experience:

##### Skills:

- 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.
- Excellent communication skills both in writing and orally. Expressing and transmitting information with consistency and clarity, using active listening techniques (**English and French proficiency will be tested**).
- 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 and English

**Experience:**

- 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

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

**Salary and Benefits:**

This Full-Time position consists of 140 hours of work in a four-week period. Primarily working 9:00pm to 7am or 9:45pm to 7:45am (EDT)

Hourly Rate Range starts at \$26.16 to \$30.72 plus an excellent benefits package including: pension plan, health and dental group insurance, long term disability insurance, life insurance, 4 weeks paid vacation annually (to start), and other allowances such as shift premiums, as noted in the collective agreement.

**Application Procedure:**

Please provide cover letter and resume no later than 4:00 pm on September 11, 2020 to:

Cristina Umana, HR and Administration Manager

Fax: 416-392-4404 | email: [job@findhelp.ca](mailto:job@findhelp.ca)

**Additional Information:** This position is part of CUPE Local 3173.

Findhelp|211 Central believes that diversity helps us solve problems and improves the way we work. Equity seeking groups are strongly encouraged to apply. Please let us know if you require accommodation at any stage of the application process by contacting our human resources department at [job@findhelp.ca](mailto:job@findhelp.ca) so that appropriate arrangements can be made with you.

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