

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 a great choice for you if you have a social service or social work background. To be successful in this role you will be a great communicator in French and English for high quality professional telephone/chat/text support to diverse service users. You will use your highly developed problem solving skills 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 role as the needs of service users change from call to call.

You will have the benefit of working from home during the COVID 19 Pandemic crisis, and must have access to a quiet work space and a reliable computer and internet connection.

Responsibilities

- You will be supporting a diverse group of clients by phone, chat, text or emails, connecting people to health and human services information, assessing service needs and assisting with problem solving and resolution.
- You will apply active listening skills to identify appropriate resources and provide information on eligibility requirements and service availability, recognize and respond appropriately to

individuals who are 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 track your calls to help us identify needs or gaps in services, and to provide an accurate picture of community needs.
- It is very important that you have the ability to communicate and empathize with individuals of diverse backgrounds, and respond to their needs or requests 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 that you can commit to working overnight shifts exclusively** – 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:

You 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.
- Proficiency in French and English both in writing and orally. Communicates, expresses and transmits information with consistency and clarity, using active listening techniques (**Note: Your English and French proficiency orally and in writing will be assessed as part of the selection process**).
- Strong knowledge of the nonprofit sector
- Demonstrated commitment to principles of anti-oppression, equity and inclusion

- Proficient in computer skills, and adaptive to changes and additions of applications and programs

Experience:

- Degree or diploma in Social Services, Social Work, Psychology, or other related field
- Two year's experience (paid or volunteer) in the information and referral or related sector

If you meet the position requirements 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. Work hours are primarily 9:00 pm to 7:00 am or 9:45 pm to 7:45 am (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 submit a covering letter, resume to: job@findhelp.ca. Applicants will be reviewed as received and until a suitable candidate is found.

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 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.