



POSITION VACANCY

Community Resource Navigator | Bilingual French/English Permanent Part-Time (with full-time potential)

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.

Responsibilities

You will support a diversity of clients by phone, e-mail, text, chat or other channels 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 provide follow ups to individuals that are vulnerable and in need of further supports. At times, you may need to advocate on behalf of individuals who face personal and/or system barriers. You will be actively engaged and involved in using a comprehensive database of up-to-date provincial resources to cut through the confusion and connect callers to the services they need, efficiently and effectively. You will be instrumental in tracking calls to help identify needs or gaps in services, and providing a more accurate picture of community needs. 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 the ability to communicate and empathize with individuals of diverse backgrounds, and make them feel that their needs or requests have been met with the greatest care and concern. You are a strong problem-solver, able to make independent service decisions. You also enjoy working both independently and as a member of a dynamic team on new and existing services, and special projects.

This position requires an individual who can work a flexible schedule including weekends, evenings, overnights and statutory holidays in a repeating four-week schedule according to the needs of the agency's 24/7 inquiry services department.

Qualifications

- 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
- Be able to communicate effectively both in writing and orally (**English and French proficiency will be tested**).
- Be able to effectively assess caller needs and problem solve
- Possess excellent computer skills to search resources.
- A strong knowledge of the nonprofit sector
- Ability to thrive in a dynamic 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:

Hourly rate starts at \$25.64 plus 18.25% in lieu of benefits for part-time staff.

A comprehensive benefits package for full-time staff, and a pension for full-time staff and part-time staff

Other allowances such as shift premium, as noted in the collective agreement.

Application procedure:

Please provide cover letter and resume no later than 4:00 pm on Monday, May 21, 2018 to:

Cristina Umana, HR and Administration Manager

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

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

This position has the possibility of becoming full-time.

To meet our equity goals, Findhelp Information Services encourages applications from all equity seeking groups protected by the Ontario Human Rights Code.

Pursuant to the Accessibility for Ontarians with Disabilities Act 2005 (AODA), if you require accommodation at any stage of the application process, please contact our human resources department at info@findhelp.ca so that appropriate arrangements can be made.