

## POSITION VACANCY

### Information and Referral Specialist | Bilingual French/English Temporary 12-Month Contract Part-Time

**Findhelp Information Services** ([www.findhelp.ca](http://www.findhelp.ca)) is a charitable, non-profit organization dedicated to helping people find the community, social, health and government services they need. Findhelp operates one of the largest 211 centres in North America, serving hundreds of thousands of people each year including priority populations and those who face barriers to accessing services. In addition to directly assisting individuals, Findhelp's work supports human services organizations in better meeting the needs of those they serve. The multilingual team of Information and Referral Specialists in our Inquiry Services department provide the critical link between client needs and community services, 24/7:

- 211 Central (Toronto and Peel, York and Durham Regions)
- Ontario Ministry of the Attorney General's Victim Support Line, Male Survivors of Sexual Abuse Line and Independent Legal Advice for Sexual Assault Survivors (pilot program)
- Central Access (Toronto's Withdrawal Management Service)
- Developmental Services Ontario
- Overnight/weekend 211 service for all of Ontario and 211 Nova Scotia
- Overnight (7 pm-7 am) coverage of specialty lines such as ReportON, Good2Talk, Child and Youth Crisis Response Service

This temporary position requires someone who is able to work a variety of shifts – 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.

If you are an enthusiastic individual with a positive attitude aligned with the qualifications required and the goals of our organization, we would like to hear from you.

While we appreciate your interest, only those bilingual (English/French) candidates selected for an interview will be contacted. Internal applicants will be considered first.

#### **Responsibilities:**

- Assessing clients' situations to determine appropriate community resource(s), human services, and/or intervention
- Responding to inquiries by providing information, guidance, and referral(s) to address client needs
- Advocating for clients who are unable to access services
- When appropriate, follows up with enquirers to determine if their information needs were met
- Calls tracking, surveying and documentation as required for social reporting, quality assurance and funding purposes
- Performing community outreach, delivering presentations, and/or conducting training as required
- Performing other duties as assigned

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Findhelp Information Services/211 Central Region  
1 St Clair Ave W, Ste 1000, Toronto, ON M4V 1K6  
Tel: 416-392-4605 | TTY: 1-888-340-1001 | TXT: 21166  
[www.findhelp.ca](http://www.findhelp.ca) | [211Toronto.ca](http://211Toronto.ca) | [211Ontario.ca](http://211Ontario.ca) | [info@findhelp.ca](mailto:info@findhelp.ca)

Registered Charity #118870666RR0001



Ontario



United Way  
Toronto & York Region



211 Ontario

**Skills and Experience:**

- Minimum two years' experience in human services oriented organization
- Experience dealing with crisis intervention an asset
- Excellent communication skills, expressing and transmitting information with consistency and clarity, using active listening techniques in order to effectively understand provided feedback
- Excellent assessment and problem solving skills
- Ability to make quick decisions and remain calm under pressure
- Ability to remain empathetic, supportive, open-minded and non-judgmental
- Strong team skills; works cooperatively in a team, willing to share learning, experiences, and assist others
- Ability to work well in a fast-paced and ever changing environment
- Experience in adapting and responding to changing conditions, priorities, technologies and requirements
- Able to work independently with good judgment
- Ability to create a welcoming and safe environment to ask questions
- Experience with cultural diversity, access and equity issues
- Strong client service skills
- Good advocacy skills
- Good computer, internet, e-mail, and keyboarding skills

**Knowledge, Education and Certifications/Licences:**

- Degree or diploma in Social Services, Social Work, Psychology, or other related field
- Strong knowledge of the social service and community information sectors in Toronto, Ontario, and Canada
- Ability to be AIRS certified as a Certified Information and Referral Specialist (CIRS) after two years with the Agency
- Proficiency in French and English: multilingual skills an asset (**English and French proficiency will be tested**)

**Salary and benefits:**

Hourly rate starts at \$25.64 plus 18.25% in lieu of benefits.

**Application procedure:**

Please provide cover letter and resume no later than 4:00 pm on Monday, March 19, 2018 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.

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](mailto:info@findhelp.ca) so that appropriate arrangement can be made.