EMPLOYMENT OPPORTUNITY
Temporary Resource Specialist (Database Curator)
Full-Time / Part-Time One Year Contract

We're looking for people who are passionate about their communities and care about connecting people to the help that they need, when they need it.

Findhelp|211 is expanding to fulfill this new partnership with Saskatchewan, and is seeking full-time and part-time Resource Specialists to support the expansion. For the past 70 years, Findhelp|211 (www.findhelp.ca) has been a trusted hub of community information. Each year Findhelp connects over 300,000 callers and 2 million web users to more than 60,000 services and supports in Ontario, New Brunswick, Newfoundland and Labrador, Manitoba, and now Saskatchewan and beyond. Findhelp|211 not only connects people to the services they require 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

The Resource Specialist is responsible for tasks that maintain the integrity and quality of the information in our 211 databases of community programs and agencies which are used to support the delivery of phone and online services to people in Saskatchewan and other provinces for which we manage data. The successful applicant will be an Information and Referral professional who brings best practices in the field to Findhelp's team. The position may also support 211 through resource dissemination and contribute to projects and programs that support resource-related projects.

As this position focuses on the creation and verification of nonprofit community and social services information that serves people in Saskatchewan, applicants are expected to reside in the province and to have a strong understanding of the sector in Saskatchewan. The Resource Database Editor will receive training and be expected to work within multiple provincial databases, including but not limited to Saskatchewan.

In this role you have the benefit of working from home, leveraging your home office. **Candidates must live in Saskatchewan**, and meet the agency's requirements which include, but not limited to a quiet workspace, the required internet bandwidth, and fulfill the workplace health and safety requirements.

RESPONSIBILITIES

- A core function of this position is to maintain our Community Resource Database. This involves researching and consulting with community organizations, agencies, stakeholders and governments to identify and gather suitable resources for inclusion in the database

- Creating, entering and updating records through Content Management Systems ensuring accuracy and accessibility, and according to recognized Information and Referral Standards including the 211 Human Services Indexing System (211HSIS, formerly known as 211LA Taxonomy).
- Proactively collaborating with community agencies, partners and colleagues to enhance information quality and processes for data requests, record updates, and to meet the needs of the public and 211 navigators.
- Raising Findhelp | 211 Information and Referral profile by representing the partnership work in professional development and community-based initiatives supporting the development of the Community Resource Database and making presentations detailing our Information and Referral practices.
- Keeping current with trends and issues in the field of Information and Referral in order to make recommendations for action related to the work at Findhelp.
- Ensuring professional development by attending training sessions and keeping aware of updates in the nonprofit sector.
- Assisting in the development of Information and Referral policies and procedures, performing queries of the Community Resource Database to assist in the development of reports.
- Other responsibilities as required to meet department and organizational goals

QUALIFICATIONS

- Excellent communications skills (written, interpersonal, documentation, listening, and presenting)
- Strong team player and solutions focused problem-solver
- A minimum of 1-year experience editing, proofing, and data organizing
- A minimum of 1-year experience working with directory databases and classification systems
- Experience with automated information systems
- Demonstrated adaptability and flexibility within rapidly evolving work environment
- Excellent editorial skills demonstrated through copy editing, proofreading, rewriting, and research skills
- Strong database management skills
- Ability to work with speed, accuracy and consistency to support tight deadlines
- Demonstrated experience with maintaining databases on communities services is an asset
- Advanced organizational and time management skills
- Strong analytical skills; very detail-oriented
- Advanced computer skills (e.g. Microsoft applications, Internet research)
- Good relationship building skills
- Demonstrated ability to meet and exceed performance metrics (e.g., record verification rate targets)
- Experience developing and presenting training materials is an asset
- Able to work independently, prioritize, and take initiative

KNOWLEDGE, EDUCATION AND CERTIFICATIONS/LICENSES:

- A degree or diploma in library services, information management; or equivalent discipline. Equivalent experience will be considered.
- Knowledge and understanding of community, social and human services field in Saskatchewan
- Understanding of basic information classification systems, Taxonomy and style guides
- Certification from InformUSA for the CRS-DC (Community Resource Specialist -Database Curator) is preferred. If not already attained, candidates will be expected and supported to work towards this certification during their employment
- English proficiency is a requirement
- Proficiency in French is an asset

If you meet the criteria outlined above, and are inspired by Findhelp's Mission and Vision, we would love to hear from you!

SALARY AND BENEFITS

We are hiring two temporary full-time positions consisting of 140 in a four-week period and 0.5 part-time position consisting of a maximum of 79 hours in a four-week period. There is a possibility of extension beyond one year.

Hourly Rate Starts at $28.07.

Participation in CUPE's Multi-Sector Pension Plan.

APPLICATION PROCEDURE

Applications will be received until June 27, 2025, by 5pm (EST). Along with your resume, please provide a cover letter with a description in 500 words or less telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to: job@findhelp.ca

Additional Information: This position is excluded from CUPE Local 3173

Findhelp|211 believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity seeking groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity seeking groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people, and people with disabilities.

If you require accommodation at any stage during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation. Contact HR at job@findhelp.ca We thank all applicants and will contact the individuals selected for an interview.