

**Student Placement Opportunity With Service Access Unit.** \*Students in a BSW program or from the Family and Community Social Services (FCSS) program at University of Guelph-Humber are welcome to apply.\*

Description	Requirements
<p><b>Name of Program or Service:</b></p> <p><b>Service Access Unit</b></p>	<p><b>Skills that student <u>must</u> possess:</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Must be able to multitask and handle working in a high-stress environment with a calm and professional demeanor</li> <li>• Ability to absorb and retain a wide variety of unique and detailed program information</li> <li>• Skilled at handling clients who are dealing with difficult problems and life situations.</li> <li>• Proficient with computers, databases and data entry applications</li> <li>• Ensure up to date and accurate paperwork and documentation of all the facts and details.</li> </ul>
<p><b>Client Population:</b></p> <p><b>The Service Access Unit provides a single access point to Family Service Toronto's individual, couple and family services. These include:</b></p> <ul style="list-style-type: none"> <li>▪ The Counselling Service</li> <li>▪ The David Kelley Lesbian and Gay Community Counselling Program</li> <li>▪ The David Kelley HIV/AIDS Community Counselling Program</li> <li>▪ The Families in Transition Program</li> <li>▪ The Seniors and Caregivers Support Services</li> <li>▪ The Next Steps (Partner Abuse Response Program)</li> <li>▪ The Violence Against Women Program</li> </ul> <p><b>The SAU helps people choose and connect to the service that best meets their needs within the Toronto area. Our first priority is what is best for the caller. We exchange information with people looking for services so that we can fully understand their needs and choices and so that they can make informed service decisions.</b></p>	<p><b>Skills that would be an asset:</b></p> <ul style="list-style-type: none"> <li>• Familiarity with call centre environment</li> <li>• Knowledge of community resources</li> </ul>
<p><b>Student Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Intake for all the programs listed above</li> <li>• Information/Referral</li> <li>• Administrative work</li> <li>• advocacy</li> </ul>	<p><b>Does this placement require...</b></p> <p><input checked="" type="checkbox"/> <b>Criminal Record Check</b></p> <p><input checked="" type="checkbox"/> <b>Vulnerable Sector Search</b></p> <p><input type="checkbox"/> <b>Driver's License</b></p> <p><input type="checkbox"/> <b>Use of own Car</b></p> <p><input type="checkbox"/> <b>Evening Attendance</b></p> <p><input type="checkbox"/> <b>Languages other than English</b></p> <p><b>Please specify:</b></p>

<p><b>Location of Placement:</b></p> <p><input checked="" type="checkbox"/> <b>X</b> 128A Sterling Road.  <input type="checkbox"/> 747 Warden Ave.  <input type="checkbox"/> 700 Lawrence W.  <input type="checkbox"/> Other, please specify:</p>	<p><b>Ideal start date, days and hours of placement:</b></p> <ul style="list-style-type: none"> <li>- January 2017 (Winter Semester) – flexible start date.</li> <li>- Flexible days (2-3 days/week), schedule 9-5 (1 hr. lunch)</li> <li>- 8 month placement.</li> </ul>
<p><b>Field Instructor's Name:</b> Sonia Munoz</p>	<p><b>Additional Comments:</b> Student will become part of a highly functional Intake team, working in close collaboration with other very experienced intake workers.</p>
<p><b>Field Instructor's Academic and Experience Credentials:</b> Non Profit Management; Human Rights, Mediation and Communications.</p>	
<p><b>Field Instructor's Supervisory Style and Areas of Expertise/Interest (e.g., one weekly formal supervision meeting/open door policy; specific interest in group work and mindfulness):</b> Weekly supervision meeting and open door policy.</p>	