

SERVICE ACCESS UNIT (SAU) PLACEMENT

Key details about the placement:

Ideal start date, days and hours of placement:

- April/May 2017 – flexible start date.
- Flexible days (2-3 days/week), schedule 9-5 (1 hr. lunch)
- This is an 8 month placement

DESCRIPTION

Program or Service:

The Service Access Unit provides a single access point to Family Service Toronto's individual, couple and family services. These include:

- The Counselling Service
- The David Kelley Lesbian and Gay Community Counselling Program
- The David Kelley HIV/AIDS Community Counselling Program
- The Families in Transition Program
- The Seniors and Caregivers Support Services
- The Next Steps (Partner Abuse Response Program)
- The Violence Against Women Program

REQUIREMENTS

Skills that student must possess:

- Excellent verbal and written communication skills
- Must be able to multitask and handle working in a high-stress environment with a calm and professional demeanor
- Ability to absorb and retain a wide variety of unique and detailed program information
- Skilled at handling clients who are dealing with difficult problems and life situations.
- Proficient with computers, databases and data entry applications
- Ensure up to date and accurate paperwork and documentation of all the facts and details.

Client Population:

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.

Skills that would be an asset:

- Familiarity with call centre environment
- Knowledge of community resources

Student Responsibilities:

- Intake for all the programs listed above
- Information/Referral
- Administrative work
- advocacy

Does this placement require...

- Criminal Record Check**
- Vulnerable Sector Search**
- Driver's License**
- Use of own Car**
- Evening Attendance**
- Languages other than English**

Location of Placement:

- 128A Sterling Road.**
- 747 Warden Ave.**
- 700 Lawrence W.**
- Other, please specify:**

Additional Comments: Student will become part of a highly functional Intake team, working in close collaboration with other very experienced intake workers.

Students in a BSW program or from the Family and Community Social Services (FCSS) program at University of Guelph-Humber are welcome to apply.

Field Instructor's Name: Sonia Munoz

Field Instructor's Academic and Experience Credentials:

Non-profit Management; Human Rights, Mediation and Communications.

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):

Weekly supervision meeting and open door policy.

