



Service Access Workers

Program: Changing Lives Family Violence
Location: 128A Sterling Road
Application Deadline: May 4, 2017, 5.00pm

File Number: SAU #13-17 – clearly identify position (1 or 2) – with cover letter and resume
E-Mail: hrdep@familyservicetoronto.org
Mail: HR, Family Service Toronto, #202 – 128A Sterling Rd, Toronto, ON M6R 2B7
Web: familyservicetoronto.org
Position: Service Access Workers
Program: Changing Lives Family Violence

April 20, 2017

Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community building and working with partners to strengthen the sector.

The Service Access Unit (SAU) at FST acts as the first point of contact for prospective clients and community members. SAU works with people over the phone or in person at our 128A Sterling Road office to connect them to the service(s) that best meets their needs within FST and/or the wider Toronto Area.

We are seeking applicants for two Service Access Worker positions:

- 1. Permanent part-time**
7 hour/week on Mondays from 9.00am-5.00pm
\$44,771-\$55,120 pro-rated to time worked (Grade 6 BU)
- 2. Casual – as needed to work on a scheduled or unscheduled basis**
\$24.57 - \$27.46 per hour (Grade 6 EXCL)

KEY RESPONSIBILITIES

- Receiving calls and working with callers to establish the nature of service request and determine the appropriate service
- Working with drop-in clients to establish the nature of service requests
- Informing callers/clients of relevant FST policies
- Registering client requests for service in client database and conducting appropriate follow-up
- Accepting registration for group programs across Family Violence and Changing Lives Division

- Providing information on FST and/or community services and making referrals as appropriate
- Responding to inquiries and providing up-to-date information

QUALIFICATIONS

- B.S.W. or equivalent combination of education and experience over a minimum of three years (foreign credentials and relevant experience will be considered)
- Demonstrated skill and experience in dealing respectfully and competently with clients, diverse community members and partners in a customer service role
- Excellent interpersonal skills with a proven ability to sensitively and professionally respond to the diverse needs of clients who are first time callers, calling in crisis, repeat callers, callers who speak little or no English, etc. as well as using tact, diplomacy and flexibility in dealing with people in a variety of roles
- Good listening, verbal and written communication skills
- Demonstrated knowledge of community resources as well as the ability to absorb and retain a wide variety of unique and detailed program information
- Strong computer skills particularly working with electronic records, call centre software, Microsoft Word and Excel; as well as the ability to learn and execute simple data trend analyses from intake data.
- Demonstrated experience working effectively independently as well as part of a team in a fast-paced environment
- Detailed-oriented, able to work accurately in an environment with many potential interruptions
- Proven ability to manage competing demands and prioritize work within the context of multiple requests for time and assistance
- Good conflict resolution skills and ability to set appropriate limits with others
- Demonstrated commitment to principles of cultural competency, social justice, anti-oppression, equity and inclusion
- Satisfactory Criminal Reference Check/Vulnerable Sector Search executed within the last 12 months

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview. No phone calls please.