



Job posting: Support Staff

Department: Changing Lives and Family Violence Division

Temporary Part-Time Contract: (10.5 hours per week (0.3 FTE) – Wednesdays from 9:00 a.m. – 8:30 p.m. until July 7, 2017

December 19, 2016

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 main role of the incumbent is to provide reception coverage on Wednesdays from 9.00 am to 8:30 pm. We are committed to developing a service team that reflects the clients we serve in all its diversity. In applying, please clearly identify how you meet the specific qualifications outlined.

RESPONSIBILITIES:

- Performing reception duties including greeting clients/visitors and providing them with the necessary paperwork, answering telephone enquiries and re-directing calls to other staff
- Informing staff when clients/visitors arrive for service
- Collecting/reconciling and submitting fees from individual clients/group program participants and issue receipts
- Updating, filing, scanning and printing Client Information Forms
- Entering information into FST's data systems
- Batching and Processing closed cases
- Cancelling or rescheduling appointments when counsellors are absent
- Answering intercom and letting clients into the building

QUALIFICATIONS:

- One to two years community college or a combination of education and experience in a relevant field
- One to three years of experience in reception and administrative functions
- Demonstrated skill and experience in dealing respectfully and competently with client/customer service, diverse community members and partners in a customer service role
- 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.
- Tact, diplomacy and flexibility in dealing with people in a variety of roles
- Ability to maintain client and organizational confidentiality
- Good listening, verbal and written communication skills
- Strong computer skills particularly with Microsoft Word and Excel; experience working with a database, electronic records as well as the willingness to learn new software

- Experience with crisis de-escalation
- Knowledge of community resources in the City of Toronto
- Proven ability to manage competing demands and prioritize work within the context of multiple requests for time and assistance
- Detailed-oriented, able to work accurately in an environment with many potential interruptions
- Good conflict resolution skills and ability to set appropriate limits with others
- Demonstrated experience working effectively as part of a team of staff, students and volunteers in a diverse environment
- Demonstrated commitment to principles of cultural competency, social justice, anti-oppression, equity and inclusion
- Up-to-date police reference check with a Vulnerable Sector Service check

JOB LOCATION:

128A Sterling Road, Toronto

SALARY RANGE:

Salary Grade 4, Bargaining Unit (pro-rated to time worked); \$37,196 - \$45,739

DEADLINE TO APPLY:

January 13, 2017, 5.00 pm

Interested applicants are invited to submit a letter of application and resume. **Please quote SUP #34-16**

By email: hrdep@familyservicetoronto.org

OR by mail:

Human Resource Services

Family Service Toronto

202-128A Sterling Road

Toronto, ON M6R 2B7

<http://www.familyservicetoronto.org>

We actively encourage applicants from all equity seeking groups. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives.

In accordance with the 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.