



# Service Access worker

<b>Position:</b>	<b>Service Access Worker</b>
<b>Program:</b>	Service Access Unit
<b>Contract:</b>	Permanent part-time – 21 hours/week Monday, Tuesday, Wednesday, Thursday: 4 hours/per day; Friday: 5 hours
<b>Primary Location:</b>	355 Church Street
<b>Salary:</b>	\$44,771 - \$55,120 BU Grade 6 (pro-rated to time worked)
<b>Application Deadline:</b>	April 26, 2018; 5.00pm
<b>File Number:</b>	SAU #8-18 – with cover letter and resume
<b>E-Mail:</b>	<a href="mailto:hrdep@familyservicetoronto.org">hrdep@familyservicetoronto.org</a>
<b>Mail:</b>	HR, Family Service Toronto, #202 – 128A Sterling Rd, Toronto, ON M6R 2B7
<b>Web:</b>	<a href="http://familyservicetoronto.org">familyservicetoronto.org</a>

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.

Reporting to the Manager of Operations, Changing Lives and Family Violence, this the Service Access Worker works with people requesting service to determine which program(s) can best support them at Family Service Toronto and/or makes referrals to external resources. The Service Access worker also works closely with the Changing Lives and Family Violence programs to understand the services they provide in order to promote those services with potential participants.

The Service Access Workers work with people over the phone or in person to connect them to the service(s) that best meets their needs within FST and/or the wider Toronto Area. The successful candidate for this position will be required to work four hours Monday through Thursday mornings and five hours on Fridays for a total of 21 hours/week

**In applying, please clearly identify how you meet the specific qualifications outlined.**

## RESPONSIBILITIES

- Establishes the nature of service requests by providing information on services within FST and other community resources and may register clients into different FST services.
- Works with drop-in clients to establish the nature of service requests, facilitates access to FST programs and/or provides referrals in the community
- Speaks to upset callers and calmly directs them for assistance. If callers are in crisis, involves a counsellor.

- Informs callers/clients of relevant FST policies
- Registers clients' requests for service in electronic client database and conducts appropriate follow-up
- Accepts registration for group programs across Family Violence and Changing Lives Programs
- Accepts information from program and offices about cancelled initial appointments and, where possible, fills appointment with alternate clients and rebooks original as appropriate.
- Keeps abreast of developments in FST and community resources.

## QUALIFICATIONS

- B.S.W. or B.A. in human services field e.g. psychology, or equivalent education and experience
- Ability to sensitively and professionally respond to the needs of clients who are first time callers, are calling in crisis, are repeat callers, etc. and the ability to maintain client confidentiality
- Excellent listening, verbal and written communication skills.
- Demonstrated knowledge of community resources in Toronto
- Ability to absorb and retain a wide variety of unique and detailed program information
- Demonstrated experience working effectively independently as well as part of a team in a diverse environment
- Excellent computer literacy, experience with electronic data systems and call centre applications
- Ability to learn and execute simple data trend analyses from intake data
- Demonstrated ability to manage multiple tasks and set appropriate priorities in a fast-paced environment.
- Possess strong administrative skills and attention to detail
- Demonstrated commitment to social justice, cultural competency and equity and inclusion
- Experience supervising students and volunteers
- Criminal reference check with Vulnerable Sector Check completed within the past 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.**