



Service Access Unit Student Placement

Program Summary

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

- Counselling
- David Kelley Services LGBTQ+ Counselling HIV/AIDS
- Families in Transition
- Violence Against Women
- Seniors and Caregivers Support Service
- Next Steps/Partner Assault Response Program

Position Summary

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.

Core Responsibilities

To work as part of the SAU team to receive all intakes for FST, provide information and referrals to all callers who are seeking support. The student will become part of a highly functional Intake team, working in close collaboration with very experienced staff. Student is expected to attend weekly supervision with the Service Access Unit Manager and monthly meetings with the SAU team.

Qualifications

- Enrolled in a BSW program at any academic institution or the Family Community Social Services (FCSS) program at the University of Guelph-Humber
- Skilled at handling clients who are dealing with difficult problems and life situations
- 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
- Proficient with computers, databases and data entry applications
- Ensure up to date and accurate paperwork and documentation of all the facts and details.
- Knowledge of community resources
- Familiarity with a call centre environment is an asset
- Languages other than English is an asset

FST conducts Criminal Record and Vulnerable Sector Checks for successful applicants for this position.

Time Commitment

- 2-3 days/week (Tuesday, Thursday and Friday)

Location

- 355 Church St

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

We thank all applicants and will contact the individuals selected for an interview.