



FAMILY SERVICE TORONTO
For People. For Change.

Walk-in Clinical Counselling Program Administrative Support Volunteer

Program Summary:

Family Service Toronto (FST) provides free walk-in counselling for those in need of immediate and timely single session counselling. This service is provided on a first-come first-served basis. Sessions are offered at 355 Church Street on Thursday afternoons and evenings. This service is for individuals, couples or families who live or work in Toronto. The Walk-In is anticipated to reopen April 2024.

Volunteer Position Summary:

We are seeking a volunteer to provide administrative support to the FST Walk-In Counselling Service. Volunteers coordinate Walk-In paperwork and work closely with reception services and the Walk-In team. This position also includes inputting evaluation data and assisting with on-line research into resources for clients and counsellors. ***Please note that this is not a counselling position.***

Core Responsibilities:

- Assist in the coordination of paperwork and the flow of clients
- Assist with program evaluation by collecting data and entering it
- Assist with quality assurance by verifying that documentation is complete
- Conduct online research in order to support the information and referral work of the Walk-In Service. This may include enhancing the list of resources available to the Walk-In's counsellors.
- Provide administrative support to the Walk-In team and program as needed
- Maintain confidentiality in accordance with program policies
- Occasionally, assist clients with paperwork and provide basic information about the Walk-in service

Qualifications:

- General computer skills in MS Excel, Forms and Word
- Experience inputting data into Excel
- Demonstrated attention to detail and accuracy
- Internet research skills
- Strong problem solving and organizational skills
- Experience working in an environment in which people may be in distress would be an asset
- Demonstrated understanding about working with marginalized persons
- Demonstrated ability to work as a team member in a fast-paced and dynamic environment
- Strong interpersonal and communication skills (e.g. verbal, written, listening)
- Demonstrated commitment to principles of social justice, equity, inclusion and cultural competency



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Time commitment:

- Thursday afternoon and evenings
- We request a 6 month commitment of at least two 5 1/2 hour shifts per month.
- The Walk-In is anticipated to reopen April 2024. Recruitment will be ongoing.

Location:

- 355 Church Street (Church and Gerrard)

Orientation and Training:

- An orientation to Family Service Toronto will be provided by the Coordinator, Volunteer Resources
- Training for the volunteer position will be provided by the Walk-In Counselling Service Team Leads

Benefits:

- Opportunity to be part of a team in a social service organization
- Opportunity to learn how a social service organization works with diverse clients who are seeking counselling supports
- Opportunity to enhance knowledge of community resources
- Access to relevant training provided by FST
- Personal satisfaction of being on a team that provides support to individuals seeking counselling
- References may be provided upon successful completion of the 6 month volunteer commitment

FST conducts a Vulnerable Sector Check for successful applicants for this position.

Please apply for this position online through the [Volunteer Application Form](#) and attach a résumé and cover letter to your application.

We are committed to developing a diverse service team that reflects the diversity of the population who live and work in the City of Toronto. We actively encourage applicants from all equity seeking groups including those who speak and write in a second language. 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.

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 during 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.