



## WoodGreen Community Services *Job Posting*

### Our Vision:

A Toronto where everyone has the opportunity to thrive

## ***Program Assistant Competition #2019-019-HHS***

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<b>Employment Type:</b>	Full-Time, Bargaining Unit
<b>Work Hours:</b>	35 hours/week
<b>Salary:</b>	F7 - \$44,656
<b>Application Deadline:</b>	February 18, 2019 by 11:59 pm

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### **Who We Are**

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 81<sup>st</sup> year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit [www.woodgreen.org](http://www.woodgreen.org) to learn more about who we are and what we do.

### **Program Overview – Lobby & Drop-In Centre, Housing and Homelessness Services**

The Lobby and Drop-In programs provide services and supports to individuals who are experiencing homelessness or are at-risk of homelessness, experiencing mental health, addictions, and/or food insecurity issues. These programs offer low to no barrier services such as showers, laundry, meals, groceries, harm reduction kits, clothes, healthcare, and tokens. The location also offers access to housing services and programs related to budgeting, employment, restorative justice, harm reduction, grieving, health/nutrition, addictions, and physical activity.

### **What You Will Do**

- Provides initial screening and registration of clients and refers them to appropriate programs.
- Completes assessment tools, HSAT, and FNA and triages clients based on level of needs.
- Supports the Centre by preparing flyers and calendars and arranging for printing and distribution of materials and follow-up.
- Develops and maintains information and referral binders/sheets on the Centre's programs and community resources.
- Assists the Coordinator with organizing programming, including preparing handouts, setting up program rooms, collecting necessary documents and compiling workshop and evaluation statistics.
- Monitors the Centre's main telephone and ensures all messages are promptly responded to and redirected to the correct program/person.
- Assists Coordinator and Manager with the development and recorded documentation of policies and processes as they pertain to the Centre.
- Assists the Coordinator with food orders and deliveries and preparation of grocery bags.
- Assists Coordinator and Manager with collecting, organizing and inputting data and preparing statistical reports related to the Centre.
- Monitors and ensures proper client use of washrooms, laundry and shower facilities.

- Monitors lobby conditions for any health and safety hazards and reports hazards to building services or management to be addressed.
- Schedules regular facility maintenance, such as pest control and elevator servicing.
- Schedules and organizes regular safety procedures, protocols and trainings, such as fire drills, first aid, and CPI.
- Identifies/responds to potential crisis situations before they occur and takes steps to de-escalate minor situations and seek support when necessary.
- Coordinates a response in crisis situations by providing information to colleagues and emergency response personnel.
- Supports volunteers and students working in the reception area to meet client needs.
- Receives, sorts, and coordinates mail delivery to offsite and internal locations.
- Maintains and orders all office, programming, harm reduction kits, hygiene and first aid supplies.
- Maintains keys for various WoodGreen offices and closets and distributes them to staff.

### **What You Bring to the Team**

- Community Worker Diploma, Social Services Worker Diploma, Human Services Counsellor Diploma, or other equivalent 2-year college diploma.
- One (1) year experience working in a social service sector.
- Experience working with potentially hostile and aggressive clients.

### **What Will Set You Apart**

- Knowledge of programs and community services/resources.
- Demonstrated intake, assessment and referral skills.
- Ability to coordinate and communicate effectively with clients and colleagues.
- Strong interpersonal and problem solving skills with the ability to work with persons of diverse backgrounds.
- Demonstrated knowledge of supporting individuals experiencing mental health, addictions and homelessness.
- Ability to handle multiple tasks, effectively manage priorities and meet competing deadlines.
- Ability to empathically support clients during crisis situations and remain calm in order to communicate pertinent details to co-workers and emergency services.
- Ability to de-escalate potentially volatile clients in a respectful and safe manner.
- Must be punctual and reliable as this position is the first point of contact for the Centre.
- Strong administrative and clerical skills and is well organized and detailed oriented.
- Demonstrated ability to establish rapport.
- Strong ability to work within a team environment and provide support to team members.
- Strong English language skills both verbal and written with the ability to take accurate notes and provide detailed documentation.
- Strong computer skills with knowledge of Internet, MS Office and data collection tools.

### **Why You'll Want to Work With Us**

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary/excellent benefits for full-time, contract (1 year+), and PSW employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

### **To Apply**

Submit your resume and cover letter, **quoting the competition # in the subject line**, as follows:

<b>WoodGreen employees ONLY to:</b>	hrjobs@woodgreen.org
<b>External applicants to:</b>	careers@woodgreen.org

***WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at [hrjobs@woodgreen.org](mailto:hrjobs@woodgreen.org) of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.***