

Hub Community Resource Worker

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking one permanent full-time and one part-time Hub Community Resource Workers to join our team. TNO is a great place to work and we make a difference in the communities we serve.

The Hub Community Resource Worker position requires **education or equivalent experience in social services, education, or community development**, with a preference for a post-secondary degree. Candidates should have a **minimum of 1 year of experience directly working with diverse youth populations**, ideally providing frontline services and outreach in a community-based, health-related setting, along with **at least 1 year of experience in customer service, administration, or program coordination**. Experience working with newcomer communities, low-income, multi-racial, multi-lingual groups, and a commitment to **an integrated anti-oppression and LGBTQ+ positive framework** are essential. **Excellent communication skills** in English, both written and verbal, are required. Proficiency in a second language is an asset. **Strong organizational skills, proficiency in standard office equipment** and computer software, including Office 365, SharePoint, and social media platforms, are necessary. A broad knowledge of TNO communities and resources, coupled with an understanding of youth needs and challenges, is significant, along with demonstrated abilities in relationship-building with diverse communities. The ideal candidate should be capable of working independently and in a team-oriented, collaborative environment.

DUTIES & RESPONSIBILITIES

- Serve as the front-line “single point of access” for all Youth Hub services and programs, warmly greeting walk-in guests, directing clients to appropriate staff and resources, and providing initial intake.
- Maintain and update reception coverage, policies, and information for after-hours and absences, such as supporting staff and volunteers covering reception during holidays, lunch breaks, and trainings.
- Respond to inquiries over the phone and by email.
- Maintain confidentiality and security of program users, staff, and business operations.
- Foster an inclusive, non-judgmental, non-stigmatizing, safe, and welcoming Youth Hub atmosphere.
- Support with ad-hoc requests as needed, requiring quick problem-solving skills and ability to multi-task.
- Maintain inventory of office supplies, ensuring items are ordered, stocked, and distributed.

- Maintain a thorough understanding of emergency and incident procedures and knowledge of safety resources.
- Proactively suggest policies and processes to improve efficiency of Hub operations (e.g., formatting documents, creating templates, drafting checklists).
- Maintain and provide basic support for the phone, computer, and alarm systems, working with IT to open tickets and address simple issues.
- Communicate system and facility maintenance issues with site management.
- Support with space management by managing room bookings, supporting on-site events, and monitoring room usage.
- General office support such as mail, lost and found, printing, scanning, etc,
- Maintain updated display boards around the Youth Hub with activity flyers and posters.
- Actively participate in TNO and the Youth Hub community development activities including supporting local events, advocacy, outreach, and community engagement activities.
- Collaborate with staff, volunteers, and partners to ensure smooth operations at the Youth Hub.
- Assist with producing/updating program calendars, flyers, and outreach material such event activities and information signs.

Vaccination Requirement – You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

Screening – As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

Full-Time permanent position:

1. Job Type/Schedule: 35 hours per week between 8:30 AM to 8:00 PM besides evening shifts and weekends as decided by program requirements
2. Benefit:
 - Personal Emergency Leave
 - Extended Health Care
 - Health Spending Account
 - Professional Development Support
 - Employee Assistance Program (EAP)
 - Travel Insurance
 - Life Insurance and Long-Term Disability
 - Registered Retirement Savings Plan (RRSP)
 - Social activities organized by the organization
 - Public transportation nearby

Part-time permanent position:

1. Job Type/Schedule: 17 hours per week - evenings and Saturdays
2. Benefit:
 - Employee Assistance Program (EAP)
 - Social activities organized by the organization
 - Public transportation nearby

Work Location(s): 45 Overlea Blvd, Toronto, ON M4H 1C3 and TNO locations

Application Process: Please submit your to recruitment@tno-toronto.org with the subject line “Hub Community Resource Worker” by June 7, 2024. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities, and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please let us know.

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