

On-Call 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 two **On-Call Community Resource Workers** to join our team until March 31, 2025. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate for this position would have **1-3 years of experience in Office Administration or Reception. Knowledge of telephone switchboard operation** is a plus. Strong English communication skills, both written and verbal, are required, and the ability to speak other languages is considered an asset. In addition, **excellent customer service** skills are essential, along with **experience working in a culturally diverse environment**. Proficiency in using office equipment and standard applications such MS Office (Office 365) is fundamental to the role. **Post-secondary education in Office Administration is preferred.**

DUTIES & RESPONSIBILITIES

- Perform reception services and referrals at TNO office.
- Provide services to clients and professionals in person and on the phone for all programs and services.
- Direct clients to appropriate programs/staff.
- Greet and monitor walk-ins and clients with scheduled appointments.
- Assist with new client intake, explaining and completing the process.
- Ensure privacy of program users and maintain confidentiality.
- Ensure sufficient materials are available for new intakes.
- Provide outreach by explaining program information.
- Distribute/record mail in/out.
- Order and distribute office supplies.
- Fax/photocopy documents.
- Collect data from various programs/satellites.
- Maintain/update reception coverage information for absences.
- Maintain phone system and provide basic computer system support.
- Update phone system with staff changes and pass on change information.
- Maintain and safeguard up-to-date lists for phone system, computer system, and alarm system.
- Communicate maintenance issues for systems where necessary.
- Provide word processing support for site supervisor.

- Formulate monthly program calendar from programming plans received from the site supervisor and satellites.
- Create new forms as required (e.g., registered program sign-up sheets, cleaning schedule checklists).
- Assist with producing/updating individual program flyers.
- Offer suggestions/expertise for easing specific tasks or taking on tasks (e.g., formatting documents).
- Actively participates in program's community development activities including advocacy, outreach and community engagement and empowerment activities
- Participates in and supports local community events
- Jointly with service partners, conducts program promotion in community social landmarks Supports outreach activities with other TNO departments and services

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.

Work Location(s): 1 Leaside Park Dr., Toronto, ON M4H-1R1, 10 Gateway Blvd, Toronto, ON M3C 3A1, 18 Thorncliffe Park Dr, East York, ON M4H1N7 other TNO locations

Benefits:

- Employee Assistance Program (EAP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your resume by email with “Application for On-Call Community Resource Worker” in the subject line to Recruitment@tno-toronto.org by July 21st, 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. Please let us know if you require accommodation at any stage of the recruitment process.

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