



Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

We are currently looking to hire a:

Social Support Assistant
1-Full Time (35 hrs/wk)

Social Support Services provides front line delivery of basic life requirements including food, clothing furniture, housing assistance and one to one advocacy for income supports. Our community is comprised of low income families, single parent led families, youth, seniors, hidden homeless and street homeless.

Reporting To: Coordinator, Social Support Program/Community Engagement Manager

Department: Social Support

Purpose:

The Social Support Assistant works in a team environment, providing basic needs to families, seniors, youth and single adults and street homeless. This team member is responsible for supporting all Social Support programs including the food, furniture and clothing banks, on-site meal programs and seasonal programs.

Key areas of responsibility:

- Consistently lifting, carrying and moving up to 50lbs of product repeatedly
- Using provided equipment (ie. dollies/rolling bins) to move up to 600lbs of products between the program spaces
- Receive, document, and stock shelves, freezers and fridges with deliveries and donations
- Maintains clothing bank as required, stocking shelves & organizing clothing
- Comprehensive intake and screening and connecting clients to relevant resources through referrals
- Assisting clients at furniture bank with process
- Mentor students and volunteers in our service delivery
- Maintain and update client databases, trip sheets, vehicle maintenance, fuel purchases, and incident reports
- Ensure that the vehicle maintenance and cleaning requirements are met in a timely manner
- Maintain a safe, clean working environment
- Excellent customer service
- Develop and maintain relationships with internal and external partners
- Perform other duties as assigned that are reasonable within the scope of the job.

Scope and Accountability

- Works with larger social support team to support client advocacy
- Works with the coordinator around safety issues, volunteer assignments, and intake process
- Identifies trends and client needs
- If necessary, willingness to drive an SCHC vehicle for the purposes of the clothing, food, and furniture bank, ensuring the safe operation of the vehicle, liaising with the SCHC Transportation Coordinator to ensure the vehicle is maintained according to manufacturer recommendations

Educational and/or Professional Qualifications:

- Social service worker diploma or equivalent experience and skills
- Demonstrated knowledge, skills and abilities through 1-2 years of work experience
- Comfort using computers, familiar with Microsoft Suite (Word, Excel, Outlook etc.)
- A willingness to work with clients who face ongoing challenges
- Valid driver's license ("G" class) to drive in Ontario an asset
- Experience driving a large vehicle (level "G" required) an asset
- Possesses and maintain a safe driving record

Level of Experience:

- One year experience working within a community organization
- Warehouse experience is considered an asset

Skills and Attributes:

- Strong interpersonal and communication skills
- Sensitivity to and awareness of cultural, racial, socio-economic diversity within the community
- Oral and/or written fluency in other languages relevant to the community the program serves is a definite asset
- Skills in conflict resolution, mediation and crisis management
- Good problem solving skills
- Subject to Ministry of Transportation Ontario Driver's Abstract
- Self-motivated
- Strong ability to work independently and as part of a team

Significant Working Conditions

- Ability to lift/carry up to 50lbs and move up to 600lbs using equipment provided (ie. dollies/rolling bins) on a regular basis
- Flexibility of hours –evenings and weekend work will be required
- Working with clients who sometimes exhibit difficult behaviours.

Remuneration: \$18.40 -\$21.17

Pay Band: G

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

Please reply in confidence to HR By email: hr@schcontario.ca
by no later than Thursday September 19, 2019.

Note: Please quote Social Support Assistant in the subject line.

We would like to thank all applicants; only those invited to interviews will be contacted.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve. SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

For more information about our programs and services, please visit our website at www.schcontario.ca.