****JOB POSTING**

|  |  |
| --- | --- |
| Program: | Heat Bank Haliburton County |
| Job Title: | ***Heat Bank Program Support Staff*** |
| Reports to: | Executive Director |
| Status: | Part-Time, Contract |

**Position Summary**

The Heat Bank Program Support staff is responsible for providing intake services and general support for the Heat Bank Haliburton County program. This position involves administrative and client service responsibilities in both mitigating and responding to heat- and hydro-related emergencies for households in Haliburton County.

**Key Responsibilities**

-Respond to general program inquiries and schedule appointments with clients

-Complete intake assessments and program applications

-Conduct follow up & evaluation calls to clients

-Identify and provide appropriate referrals and advocacy services to clients as needed

-Work collaboratively with Program Coordinator to develop responses to complex situations

-Meet\* with clients to obtain signatures on forms and/or receive documentation for eligibility

-Ensure client information is protected and confidentiality maintained in accordance with agency and government privacy directives

-Ensure client files and other documents are maintained and filed in accordance with established procedures, including backing-up electronic documents and equipment as needed

-Complete data entry of program statistics, case management notes and grant information using case management software

-Communicate with local utility providers, government staff and community partners at direction of Coordinator

-Take inventory of office supplies and forms as needed

-Adopt safe work practices to prioritize the good health and safety of the work environment

-Support community awareness events as needed

-Other duties as assigned

**Key Skills**

-Compassion & Empathy: a desire and ability to work compassionately with low-income people from diverse backgrounds in an empathetic and non-judgemental manner

-Client Service Skills: a demonstrated commitment to client-centered (customer first) service delivery

-Communication: excellent communication skills (speaking, listening and writing)

-Technology: Proficiency in word processing, databases, spreadsheets, e-mail, internet programs and basic office equipment is essential

-Organizational: Highly organized and able to manage shifting priorities

-Resiliency: Positive attitude in the face of challenges

-Problem-Solving: Ability to analyze a variety of problems, identify causes and recommend solutions

-Independence: Self-motivated and ability to work independently

**Qualifications**

-Minimum OSSD with 2 years experience in program support, client service or administrative role, preferably with a non-profit

-Post Secondary diploma in social services, or equivalent in work / life experience

-Experience working in a non-profit or social service agency considered an asset

-Deep awareness of confidentiality and privacy protocols

-Demonstrated basic awareness and understanding of issues related to poverty and rural homelessness

-Ability to provide a clear Vulnerable Sector Check for working with vulnerable clientele

-Ability to work from home, including access to private workspace, secure internet (not public WiFi) and cell reception (phone and laptop will be provided).

-Valid driver's license and access to a reliable vehicle or access to independent transportation is considered an asset

-People with lived experience of poverty are particularly encouraged to apply

**Hours and Work Environment**

This position is for 16 hours a week, almost exclusively during regular business hours. However, some evening and weekend work may be required.

This is a front-line position and may require some face-to-face meetings with clients to exchange paperwork.

We have implemented strict health and safety protocols and enhanced guidelines during COVID-19, including remote work whenever possible, use of PPE, social distancing and wellness check ins.

**Equal Opportunity Employer**

Central Food Network is proud to be an equal opportunity employer and we are committed to providing an inclusive work environment that respects and celebrates diversity. We do not discriminate based on race, ancestry, ethnic origin, citizenship, creed, religion, sex, sexual orientation, gender identity or expression, age, marital or family status, disability or any other characteristic protected by law in Ontario.

**Application Process**

Applications are being accepted until 5 pm on Thursday, December 3, 2020.

Please email your cover letter and resume to [tina@centralfoodnetwork.org](mailto:tina@centralfoodnetwork.org). If you are unable to email your application, please call 705-306-0565 to make other arrangements.

We thank all applicants; only those selected for an interview will be contacted.