

Job Title: Client Support Specialist**Hours of Work:** 35 per week**Job Type:** Full time
(1 year contract)**Start Date:** asap or
Jan. 3rd, 2023

Short Description

The Lakehead Social Planning Council (LSPC) provides dynamic leadership for social change and is dedicated to building a better community through strategic alliances, social research, and the provision of valid, reliable information. LSPC is the 211-service provider in Northern Ontario and delivers poverty reduction programs that include: Information and Referral, Low Income Energy Assistance Program (LEAP), Ontario Electricity Support Program (OESP), Phones for Families, and the Community Volunteer Income Tax Program (CVITP).

Duties

- Respond to incoming telephone and walk-in inquiries
- Conduct eligibility assessments for programs
- Assist with program application forms
- Process applications as per program requirements
- Conduct needs assessments as needed/required by phone or in-person
- Participate in fundraising activities (e.g., Community Bingo)

Qualifications

- Post-secondary education, or equivalent
- Flexible and able to work in a fast-paced environment
- Strong written and verbal communication skills
- Knowledge of human services and community resources
- Ability to work independently and as part of a team
- Working knowledge of computer and Microsoft Office programs

Hours of Work

Monday to Friday between 8:30am and 4:30pm, 35 hours per week, with the possibility of occasional evenings and weekends.

Application Process

For consideration for this position, please submit by email resume and cover letter to Marie Klassen, Executive Director, mklassen@tbaytel.net.

We thank all applicants for their interest; however only those candidates selected for interviews will be contacted. As an equal opportunity employer, the LSPC encourages applications from all people including Indigenous peoples, persons with disabilities, and members of visible minority groups.