

Job Title: Community Resource Specialist

Hours of work: 35 hours per week

Job Type: Full-time contract

About 211 Northern Region:

211 Northern Region, a program of the Lakehead Social Planning Council (LSPC) has been in operation since 2008 and is the designated 211 information & referral service provider for Northern Ontario. 211 is a free helpline that connects individuals to community and social services by telephone (2-1-1), chat, email, and text. Contacts are responded to by Community Resource Specialists who help individuals connect with the wide range of government, community, non-clinical health, and social services using the 211 Database of Human Services, www.211north.ca 211 Northern Region also manages and provides access to the online database of human services available in Northern Ontario, including First Nations and designated Francophone communities.

Description:

A Community Resource Specialist plays a crucial role in providing vital assistance to individuals seeking support. The primary responsibility is to respond to incoming contacts, including telephone calls, emails, chats, and text messages. Exceptional communication skills and empathy are required to conduct assessments to understand the unique needs of each inquirer and locate appropriate information and community-based referrals.

The Community Resource Specialist is responsible for answering incoming inquiries to the 211 helpline, including telephone calls, emails, chats, and text messages. Assessments are conducted to determine the needs of the inquirer and the resource database used to locate appropriate information and community-based referrals.

Duties:

- Responds to incoming Ontario 211 system contacts (telephone, email, chat, text).
- Provides information and referral services while maintaining excellent customer service.
- Conducts assessments to determine inquirer needs.
- Provides appropriate information and referrals based on the needs of the inquirer.
- Uses resource database(s) to locate referrals.
- Offers follow-up and advocacy as mandated by agency protocol
- Uses effective crisis intervention skills when/where appropriate.
- Documents inquirer activity thoroughly and as mandated.
- Represents agency in the community through outreach activities, public presentations, and committee participation.
- Answers Ontario 211 Speciality Lines.

Qualifications:

- Post-secondary education, or equivalent experience
- Strong cross-cultural communication skills: ability to relate well with people of all ages, ethnicities, cultures, and social backgrounds.
- Knowledge of human services and systems in Ontario.
- Ability to effectively communicate orally and in writing.
- Ability to work independently and in a team setting.
- Able to work in a fast-paced environment.
- Working knowledge of computer and Microsoft Office programs.

Hours of Work:

35 hours per week, Monday to Friday between 7am and 9pm.

Workplace Setting:

Work closely with the team in a remote setting. This includes virtual training, support, and team meetings. Equipment provided, including tech support; reliable internet connection required.

Additional Information:

- Start as soon as possible
- Possible full-time opportunities
- \$20.00 per hour

Application Process:

For consideration for this position, please submit by email a 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.