

**Job Title:** Database Editor**Hours of work:** 35 hours per week**Job Type:** Full-time contract (1 year Internship)**Short Description:**

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 in 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 answered 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. 211 Northern Region manages an online database of human services available in Northern Ontario, including First Nations and designated Francophone communities. The Database Editor completes tasks and duties as assigned in the collection, organization, and maintenance of information in the [www.211north.ca](http://www.211north.ca) database of human services.

**Duties:**

- Communicate with service providers across Northern Ontario including contacts with First Nations and designated Francophone communities, to update, verify and validate information contained in the agency/service listing
- Process updates and verifications provided by the agency and/or service provider
- Seek out and research new program initiatives for the resource database, verify information, and create listings accordingly
- Collect and maintain information about pandemic (COVID-19), seasonal and other time-limited programs/services
- Ensure listings are in adherence with Ontario 211 Provincial Data Standards and those of the Alliance of Information and Referral Systems (AIRS)
- Index and categorize service listings and ensure accurate search results are generated
- Monitor public database searches and modify listings accordingly to enhance the public searching experience
- Assist with the maintenance of regional and provincial data contracts and regional database portals

**Qualifications:**

- Post-secondary education, or equivalent experience
- Strong written and verbal communication skills
- Education in, or experience with, manipulating information within database structures is an asset
- Data entry/data management experience
- Ability to research, summarize, and organize information, giving exact attention to detail
- Ability to deal tactfully and effectively with the public and community agencies and to maintain good public relations
- Working knowledge of computer and Microsoft Office programs
- Facility in French is an asset, but not a requirement

**Hours of Work:**

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

**Workplace Setting:**

Due to COVID-19, the position can be based remotely but there may be times when attendance on-site is required. A re-assessment of remote working status will be made as the pandemic situation evolves.

**Application Process:**

For consideration for this position, please submit by email a resume and cover letter to Marie Klassen, Executive Director, [mklassen@tbaytel.net](mailto: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.*