

**Job Title:** Community Resource Internship

**Hours of work:** 35 hours per week

**Job Type:** Full-time contract (1 year Internship)

### 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 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 Community Resource Intern 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.

### Short Description:

The Community Resource Intern works as part of a team and closely with the Team Lead that updates social service listings for the 211 Northern Region's database of human services. They are also responsible for identifying and creating listings for new services available in Northern Ontario.

### Duties:

- Communicate with social 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 identify 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)

### Qualifications:

- Must reside within Northern Ontario
- Post-secondary education, or equivalent experience
- Strong written and verbal communication skills
- Ability to 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:**

35 hours per week, Monday to Friday between 8:30am and 4:30pm.

**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:**

- Internship to start as soon as possible, duration 1 year
- Possible full-time contract upon successful completion of Internship
- \$19.25 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](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.*

