



**9 May 2017**

**Internal/External Job Posting**

**MOW Program Worker, Summer Student, 192 Carlton Street**

**Contract, Summer Position, June 5 - August 28, 2017 (34.5 hrs/wk)**

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Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 87 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Reporting to the Supervisor MOW, the MOW Program Worker, Summer Student, position is responsible for assisting in the coordination of the MOW program at Dixon Hall Neighbourhood Services ("DHNS").

The MOW Program Worker, Summer Student is required to perform his/her duties in a manner consistent with DHNS's Mission, Vision and Values, ensure safety, and demonstrate customer service excellence.

Responsibilities:

- Create daily MOW volunteer schedules, including weekend schedules
- Communicate with volunteers through email and telephone to assist in MOW schedule creation
- Assist with the direction and support of Meals on Wheels volunteers
- Print daily MOW route sheets, assist with the daily delivery of service
- Respond to client inquiries, issues and/or concerns as directed by the Supervisor
- Maintenance of statistics and records as directed
- Liaise with meal providers and partners as directed by Supervisor
- Assist with the orientation of new volunteers to the MOW program
- Identify and document volunteer service gaps and liaise with Volunteer Manager to assist with recruitment initiatives
- Prepare morning refreshments for volunteers
- Assist in the delivery of meals when required
- Provide volunteers with appropriate instructions, materials, and support including:
  - Review of route sheets and instructions
  - Overview of agency vehicles
- Collect car keys from all volunteers upon completion of deliveries
- Ensure delivery bags are washed out and ready for next day's deliveries
- Ensure that the kitchen is restored to order at the end of each shift
- Debrief with Meals on Wheels Supervisor at the end of each shift

- Undertake other tasks and responsibilities as assigned, within the purview of the job description

### **Special Specifications**

This position is made possible through Canada Summer Jobs, an initiative of Employment and Social Development Canada. To be eligible for this position, participants must:

- Be between 15 and 30 YEARS OF AGE at the start of employment
- Have been registered as a full-time student in the next academic year
- Be a Canadian citizen, permanent resident or person to who refugee protection has been conferred under the Immigration and Refugee Protection Act
- Be legally entitled to work in Canada in accordance with relevant provincial/territorial legislation and regulations

### **Qualifications/Specifications**

- A college diploma or degree in progress as a Social Service Worker or related field of study
- Placement opportunities in similar environments
- Excellent knowledge of issues affecting seniors and others facing barriers in downtown Toronto
- Excellent communications skills, both written and verbal
- Comfortable presenting to groups of volunteers
- Proficient with Microsoft Office (Word, Excel, Outlook, Publisher) and database management
- Able to work efficiently as part of a team as well as independently

**Salary:** \$12.00 (hourly) plus 4% vacation pay.

To apply please send your resume and cover letter Quoting File # **17-Seniors-03** by **May 23, 2017** by email at [hr@dixonhall.org](mailto:hr@dixonhall.org) or by regular mail attention to:

Human Resources

Dixon Hall Neighbourhood Services

192 Carlton Street, Toronto ON M5A 2K8

Internal Applicants please mark “internal” on envelope and/or put same in the subject line if applying by email.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.