

Job Posting

Job Title:	Community Based Program Assistant	Status:	Full-time (34.5 hrs/wk.), Summer Student Contract
Department:	Senior's Services	Union:	Included (CUPE)
Salary Level:	\$ 14.00/hour	File No.:	#18-SRS-09
Posting Date:	May 4, 2018	Posting Close:	May 18, 2018 (4:00 p.m.)

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.

Dixon Hall Neighbourhood Services is currently accepting applications from qualified candidates for the position of Community Based Program Assistant. Reporting to the Manager, Community Programs, the Community Based Program Assistant Summer Student is responsible for assisting with the coordination of the Meals on Wheels and/or Community Transportation programs at Dixon Hall.

Responsibilities:

1. Create daily Meals on Wheels (MOW) schedule, including weekend schedules.
2. Communicate with volunteers through email, text, and telephone to assist in MOW schedule creation.
3. Assist with the direction and support of MOW volunteers.
4. Print daily MOW route sheets, and assist with the daily delivery of service.
5. Respond to client inquiries, issues, and/or concerns as directed by the Supervisor.
6. Assist with the orientation of new MOW volunteers, including provision of appropriate instructions, materials, and support, including:
 - a. Review of route sheets and delivery instructions
 - b. Provide overview of agency vehicles to volunteer drivers.
7. Prepare morning refreshments for volunteers.
8. Collect car keys from all volunteer drivers upon completion of meal deliveries.
9. Ensure delivery bags are washed out and ready for next day's deliveries.
10. Ensure that the kitchen is restored to order at the end of each shift.
11. Liaise with meal providers and partners as directed by the Supervisor.
12. Coordinate daily scheduling of Community Transportation (CT) rides using Trapeze Scheduling System.
13. Liaise with Toronto Ride partners.
14. Maintain accurate records and statistics as directed
15. Work collaboratively with Dixon Hall staff, volunteers, and partners.
16. Operate in an effective, efficient, and client-focused manner to achieve the best outcomes for clients.
17. Actively participate in department and agency meetings and events.
18. Meet regularly with the Manager to discuss individual, team, and program effectiveness.

19. Undertake other tasks and responsibilities as assigned within the purview of the job description.

Qualifications:

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 previous academic year and intend to return to school on a full-time basis 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.

Additional organizational qualifications for the role are:

- Working towards completion of a post-secondary Social Service Worker diploma or degree or a related field of study (preferred).
- Experience gained through placement opportunities in similar environments (required).
- Excellent knowledge of issues affecting seniors and others facing barriers in downtown Toronto.
- Strong English language written and verbal communication skills; other languages an asset.
- Effective at building good interpersonal relationships; ability to be flexible and patient when interacting with clients.
- Comfortable speaking and presenting to groups of volunteers.
- Proficient with Microsoft Office (Word, Excel, Outlook, Publisher) and database management.
- Ability to work independently and as part of a team.
- Sensitive to the needs of seniors and individuals with disabilities
- Satisfactory Vulnerable Sector Police Records Check.
- Emergency First Aid/CPR (preferred)

To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org before **May 18, 2018 at 4 p.m.** quoting File #18-SRS-09 in the email "Subject" line.

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 for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.