

Community Resource Specialist – Full time

East Scarborough Storefront is a unique consortium of partner agencies bringing a wide variety of services to the East Scarborough community. Storefront staff act as a bridge between community members, services and resources.

**The Position:**

The Community Resource Specialist plays a crucial role in providing information, referrals and access to services to members of the East Scarborough community.

**Responsibilities include:**

- ✓ Greeting and welcoming people entering the Storefront
- ✓ Providing detailed and accurate information and referrals
- ✓ Using community based resources to provide additional supports to community members
- ✓ Keeping records and statistic of services up to date
- ✓ Ensuring that all referral literature is accurate and up to date
- ✓ Checking and sorting general e-mails
- ✓ Responding effectively to community members utilizing active listening skills, problem solving techniques and standard crisis intervention model
- ✓ Conducting individualized needs assessments
- ✓ Actively participating in community wide Neighbourhood Action Partnership network
- ✓ Assisting community members with equipment usage, such as fax, phone, photocopier
- ✓ Promoting Storefront services in the community
- ✓ Ensuring that the facilities are kept in a safe and organized manner
- ✓ Flexibility to perform a wide variety of tasks and other duties as assigned

**The Qualifications:**

- ✓ A welcoming and respectful approach to working with people
- ✓ Minimum two years direct experience providing services for individuals from diverse backgrounds in a community setting
- ✓ Post secondary education in a discipline pertinent to this work or the equivalent combination of education and experience
- ✓ A thorough understanding of the resources and skills required to provide professional community information and referrals
- ✓ Experience researching and helping people find appropriate information
- ✓ Experience using de-escalation techniques and understanding of crisis prevention and response
- ✓ Excellent organizational skills
- ✓ Experience utilizing a client-centered, anti-oppressive, harm reduction approach with community members that may have diverse needs
- ✓ The ability to maintain professional boundaries and set limits with community members
- ✓ Strong computer skills especially in Word and Internet

- ✓ Excellent communication skills
- ✓ Second language a definite asset, especially Tamil, Somali, French or Spanish
- ✓ Ability to multitask and take initiative
- ✓ Flexibility to perform a wide variety of tasks

Full time Monday to Friday, schedule to be determined, some evening and weekend work required.

Please forward resumes in person or by mail, no later than: September 7<sup>th</sup>, 2010

East Scarborough Storefront                      attention: Samah Ahmed  
4040 Lawrence Ave E  
Scarborough, M1E 2R2

East Scarborough Storefront encourages applicants from all Human Rights protected groups. The Storefront Partners are committed to hiring staff members who reflect the diversity of East Scarborough.

No phone calls please. We regret that only those selected for an interview will be contacted.

**Please note: all qualified candidates will be invited to a group screening interview on Monday, September 13<sup>th</sup> 2010, for those candidates selected for the 2<sup>nd</sup> stage interviews, individual interviews will be held on Thursday, September 16<sup>th</sup>, 2010.**