



WEST HILL COMMUNITY SERVICES

Internal/External Job Posting

Community Resource Connector
One (1) Contract Position – 50 week contract
26hrs/wk

West Hill Community Services (WHCS) is a diverse multi-service delivery agency providing primary health care, community/social support for individuals, families, youth, adults and seniors. Our mandate is to promote increased access to health and wellness for the communities we serve with a focus on the broader determinants of health.

We are currently seeking a Community Resource Connector for 26 hours to be a dynamic front line connector for our Hub located in the Eglinton East/Kennedy Park neighbourhood. The Community Resource Connector provides a crucial first point of contact in a busy, multi-faceted environment, as well as welcoming and orienting diverse community members, agency staff and clients, and providing other reception services. Communication, co-ordination, networking, issue identification, problem-solving and crisis management are important aspects of this job.

For additional services offered by West Hill Community Services please refer to our website @ www.westhill-cs.on.ca

Accountability: The Community Resource Connector is accountable to the Hub Development Manager.

Primary areas of responsibilities include but not limited to the following;

- Adhere to all policies and procedures of WHCS;
- Promote the mission, vision and values of WHCS;
- Directing, providing information, & administrating as needed to maintain a steady “flow” of activity in the hub;
- Creating a welcoming atmosphere for community members and others;
- Providing administrative and reception duties, including supplying appropriate information & directions as required; completing opening/closing procedures; monitoring the front door and maintaining a safe environment.
- Providing front-line trouble-shooting & problem-solving in the event of user concerns or conflicts, policy violations, technical or administrative problems;
- Insuring that shared hub facilities are appropriately prepared on a timely basis for users;
- Identifying gaps in hub services or approaches and ways to address them;
- Providing information & reports as required.
- Other duties as assigned.

Qualifications:

- Candidate must be a participant of the Ontario Works Program;
- Minimum of 1 year administrative experience preferably in a community setting;
- Successful experience using administrative procedures;
- Strong organizational skills, interpersonal and communication skills;
- Ability to stay calm, focused and enjoy multitasking in a complex and demanding environment;
- Established capacity to work effectively with culturally, racially, economically and socially diverse communities, and with a variety of groups and agencies;
- Experience in community development, health promotion, and/or conflict resolution an asset;
- Ability to speak multiple languages (e.g. Tamil, Chinese, Tagalog) is an asset;
- Flexible hours - occasional evenings or weekend work may be required;
- Subject to a Police Reference Check as per agency policy.

Please reply in confidence to:

By email: hr@westhill-cs.on.ca

*Note: Please quote **Community Connector** in the subject line*

By fax: 416-724-5205

ATTN: HR Department

Drop off:

West Hill Community Services

3545 Kingston Road

Scarborough, Ontario

M1M 1R6

ATTN: HR Department

Deadline: *Interested candidates are invited to apply no later than Sun March 21st, 2010 by 5pm.*

All applications must be received by this date for consideration.

We would like to thank all applicants; only those invited to interviews will be contacted.