

Job Description **RECEPTIONIST – Work Action Centre**

REPORTS TO: Employment & Social Enterprises Manager

Position Summary:

Start Me Up Niagara's Work Action Centre is home to a dedicated team who strive to provide encouragement, support, and assist with the needs of person's facing barriers to employment and with significant life challenges. Participants visit the Work Action Centre to connect with Case Managers, seek training and skills building towards obtaining employment as well as gaining life stability.

The role of Receptionist is to provide support to Case Managers in assisting job seekers in person and on the phone in an office environment. Tasks will vary but may include reception, administrative work, job searching, assisting in workshop preparation and support.

This position is funded through the Government of Canada Summer jobs program to be eligible to apply you must be between the ages of 15-30.

The position is a fixed term contract of 8 weeks with a start date in mid May 2022. Hours of operation are Monday through Friday 8:30 am – 4:00 pm with an expected 35 hours of work per week. Salary is \$15.00 per hour. Location is in person at 203 Church Street, St. Catharines, Ontario

As part of the Employment team you will help SMUN meet its program objectives. This position has a variety of responsibilities

Responsibilities:

- Main reception duties, including answering and directing phone calls appropriately
- Greeting and screening (COVID-19) of all individuals entering the facility
- Monitoring the employment email
- Phone follow-up with job seekers to engage participation in workshops and events
- Case management assistance including the following:
 - Assessing job history, readiness of clients, skills, barriers to working, initiating regular contact with clients in person and via email
- Updating internal tracking and data sheets for Case Managers and Management
- Maintaining proper case follow-up throughout the employment journey, including; updating Case Managers of contacts, entry of case notes in the data management system and the use of two different reporting systems
- Screening and matching participants to job opportunities and resources
 - Running and participating in workshops
 - Identify which workshops are needed for participants
 - Creating presentation, worksheets and resource sheets as needed
- Researching local opportunities in the community as part of life stabilization (housing, food security, etc) and employment (upcoming job fairs, available positions, etc.)
- Working as part of a team to complete common objectives while also being able to work independently to accomplish tasks outlined
- Comply to FedCap and Employment Ontario guidelines and policies
- Potential to manage own case load under a Case Manager; dependant on experience and performance

Qualifications:

- In the process of obtaining relevant Post- Secondary Education
- Possess an understanding of the needs and challenges of people living with barriers
- Have a positive, non-judgmental attitude toward others
- Have strong written, interpersonal, and oral communication skills
- Must be able to remain calm in stressful situations

Requirements:

- Education in or volunteering in a front-line capacity in a community setting
- Education in working with persons facing barriers especially as related to mental health, substance use, and trauma
- Experience in employment services an asset but not required
- Excellent literacy in Microsoft Office Suite (Word, Excel, Outlook)
- Strong written, interpersonal, and oral communication skills in English
- Demonstrated skills in problem solving and decision making under pressure
- Ability to work as a team and on your own with little supervision
- Satisfactory clearance under the Vulnerable Sector Police Check Program
- Must be qualified to legally work in Canada
- Must be between the ages of 15-30
- Must be willing to comply with Covid-19 protocols which includes wearing masks and undergoing regular COVID-19 RAT testing

TO APPLY: please send your resume and cover letter to: hr@startmeupniagara.ca

***We thank all candidates for their interest in advance.
Due to volume we will only be contacting those selected for an interview.***