

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2024-162

POSITION TITLE: Receptionist – 260 Augusta Ave	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Senior Manager, Case Management and Clinical Services	HOURLY RATE: \$26.98
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Receptionist welcomes community members to the center and provides information and referrals to visitors, service users, callers and staff in a busy client-centered social services environment. The individual in this role acts as the main communication link in the UHHS department. This position may be asked to work out of 260 Augusta Ave or 688 Coxwell Ave based on program needs. This position will report to the Senior Manager, Case Management and Clinical Services and is part of **CUPE 7797**.

MAJOR DUTIES:

- Manage multi line phone system and act as an operator for VOIP integrated communication system across the organization
- Adhere to all TNG policies and procedures, ensuring confidentiality of all client, staff and agency matters
- Direct external callers to internal or external services including re-directing crisis calls to on-site staff or managers
- Refer clients or requests for service to appropriate program staff for support to meet specific needs
- Liaise and work in partnership with UHHS Administrative team members and Operations team members
- Facilitate the delivery, pickup, and proper storage of incoming and outgoing mail and packages
- Perform other duties as requested

REQUIREMENTS & QUALIFICATIONS:

- Two or more years of work experience
- Post-secondary diploma in administration or related studies is preferred. Training and or education in clerical, administrative work, and client service would be an asset.
- An understanding of the concerns and needs of homeless individuals and families and able to communicate effectively with people who are experiencing mental health and substance related issues.
- Lived experience of substance use, homelessness, or mental health challenges is an asset.
- Responsible, reliable and punctual
- Excellent verbal communication skills, good listening skills and pleasant professional telephone manner
- Demonstrated positive customer service experience in a fast pace social service environment
- Able to work independently with little supervision
- Extensive knowledge of community resources for people who are homeless in Toronto and experience working with marginalized and homeless populations
- Strong organizational skills and attention to detail
- Competence in the use of computer software, and familiarity with using databases such as Pirouette or SMIS, and internet applications (search engines and e-mail)
- Knowledge of a second language, particularly those spoken within the local community, an asset.
- The ability to provide professional, welcoming client services, in a calm, friendly and respectful manner
- The ability to employ crisis de-escalation strategies to manage situations of tension/conflict while remaining calm and respectful
- Strong consultation and problem-solving skills
- The physical ability to sit for extended periods of time, with the occasional requirement to lift moderately heavy boxes of office supplies and documents up to 15 lbs.

To apply, submit your resume with “TNG2024-162” in the subject line of your email to: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement