

Caldwell Family Centre
Job Description

Job title:

Community Worker
Canada Summer Jobs

Hours of Work:

16 Weeks; 35 hours a week
2 Positions Mon-Fri
2 Positions Tues-Sat

Salary:

\$18.60/hr

Closing Date:

May 10, 2022. 11:59pm
Send a cover letter & resume to
humanresources@caldwellcentre.ca

Reports to:

Manager of Food and Nutrition (or designate)

Overview:

The *Community Worker* plays a big role as the public face of the organization as they are often the first to greet clients, volunteers, and guests to the Family Centre in dignified and friendly manner, providing service in accordance organizational policies and procedures. The duties include working in all programs on a rotating bases, including Food Security, Drop-In, Clothing Programs, Computer Café, Wraparound Services, and other programs as they reopen after COVID-19. May also be required to carry out reception duties.

Responsibilities by program include (but are not limited to):

Food Security:

- Enter information of clients accessing the Food Bank into the Link2Feed, or other database as necessary
- Keep logs of client visits for statistics
- Direct the flow of traffic at the food bank, and meal programs
- Assist with receiving food bank deliveries, stocking shelves, and serving clients
- Assist with off loading food delivery trucks
- Assist the Chef in the preparation and service of meals, including daily breakfasts and lunches, and community meals as assigned
- Assist with keeping the kitchen clean, including washing dishes as needed

Clothing Programs

- Receiving donated clothing and household items
- Sorting donated items
- Selling used items at the Clothing Depot
- Pulling and packing items for the Clothing Assistance Program

Computer Café

- Greet clients and monitor computer access
- Assist clients as necessary with computer functions
- Assist clients with printing, photocopying, and scanning as necessary

Wraparound Services:

- Assist the Program Coordinator ascertain the needs of the clients and assist in contacting other organizations as necessary

Reception:

- Ascertain the needs of the clients (food bank, meals, baby supplies, clothing/household supplies, other) and visitors (attending meetings etc.) and direct as required
- Answer inquiries about programs and services
- Assist with registration of clients for programs and services (i.e. School Supplies, Clothing Assistance etc.)
- Answer phone and direct calls
- Call 9 1 1 as necessary for medical, fire, or safety issues according to policies and procedures

Eligibility:

As this is a Canada Summer Job placement, as per the grant requirements participants must be:

- between 15 and 30 years of age (inclusive) at the start of employment
- a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act* and
- legally entitled to work according to the relevant provincial legislation and regulations.

Required:

- Must be physically able to carry up to 25 lbs up or down stairs
- Must be physically able to climb into a delivery truck to help unload
- Excellent verbal and interpersonal skills, with the ability to communicate cross-culturally and relate to a broad range of people
- Successful police record check
- Reliability and flexibility
- First Aid/CPR
- WHMIS

Assets include:

- Retail experience
- A valid driver's license with clean driving record
- Bilingual English/French, and other languages