



Job title	<i>Community Resource Centre (CRC) – Program Assistant</i>
Reports to	<i>Manager – Community Resource Centre</i>

Job purpose

Under the direction of the CRC Manager or designated staff, this temporary position is responsible for assisting with the range of duties necessary for the operation of the Community Resource Centre and its various programs. The Community Resource Centre (CRC) offers a daily drop-in environment for marginalized members of our community, including homeless, at risk of homeless, low income, seniors and people with health (including mental health) challenges.

Duties and responsibilities

The student will assist with daily drop-in and regular and special activities at the CRC. This will include:

Facility Management

- Assists in the daily operational routines of the Centre, such as (but not limited to): set up and clean up, some janitorial duties, garden maintenance, open and close facility, etc.
- Oversees the bulletin, information, and message boards to make sure information is up to date, accurate, orderly, and appropriate.
- Purchases and picks up supplies and groceries as directed.

Program and Service Delivery Support

- Welcomes visitors and connects with patrons in a warm and friendly manner and assists and engages patrons in activities.
- Assists in supervising, scheduling, coordinating, training, and supporting Centre volunteers.
- Refers patrons to manager or centre staff as necessary or to other authorized services as required.
- Assists with program planning, implementation, and promotion as requested
- Supports reception work and helps maintain accurate records as required.
- Attends staff meetings and other meetings as required.
- Reports to manager or assistant manager any concerns regarding the safety of patrons, staff or facility.



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- Maintains confidentiality regarding all aspects of the program including patron, staff, and Centre information.
- Follows safety and risk management policies and procedures, and participates in activities and training related to risk management

General

- Performs other related duties as required
- Participates in staff development opportunities as offered

Qualifications:

Must have attended school with a full-time course load in the past academic year.

Must intend to attend a post-secondary institution for the coming academic year.

Post-secondary training or education in social services, social work, health, mental health, agriculture, horticulture, or related field preferred

Experience working with community members, patrons, and clients from diverse social, educational, cultural, economic backgrounds.

Experience working as a team member while also able to work independently.

Ability to learn quickly and adapt to changing demands.

Ability to contribute to the development and implementation of programs and initiatives.

Ability to perform duties requiring a moderate level of physical fitness.

Proven ability to work in environments that can be demanding and requiring problem solving or conflict resolution approaches

Proficient computer and digital skills

Demonstrated ability in report writing, gathering and compiling information.

Strong organizational and time management skills.

Personal transportation and valid driver's license are an asset

Criminal Record Check will be required before commencing the position

Working conditions

Some evening or weekend work may be required. Some outdoor work may be required, such as working in the garden or running errands in the community, or participating in CRC-related events at other locations. This position involves working with some challenging clients; training will be provided and adherence to health and safety standards and procedures will be essential.

Approved by:	<i>Manager – Community Resource Centre</i>
Date approved:	<i>April 27 2018</i>
Reviewed:	<i>April 27 2018</i>