

University Settlement

720 Spadina Avenue, Suite 310 Toronto ON M5S 2T9

Telephone: 416-977-8325 Fax: 416-977-4188

Website: www.universitysettlement.ca

Charitable #: 119279412RR0001

Over 100 Years of Service in the Community



JOB TITLE/ POSITION:

Office Assistant

DEPARTMENT:

Language, Settlement and Social Services

REPORTS TO:

Director, Language, Settlement and Social Services

ORGANIZATIONAL OVERVIEW:

University Settlement is a multi-service agency that was founded in 1910 and has the distinction of being one of the first community-based social service centers in the City of Toronto.

University Settlement's three offices are part of culturally rich and vibrant neighborhoods in downtown Toronto and North York. As active members of these diverse communities, University Settlement helps individuals and families to learn and grow by engaging them in social, cultural, recreational and educational opportunities. University Settlement is committed to enhancing the quality of life of the people in the communities we serve through our many programs and services.

THE POSITION:

University Settlement, Settlement and Social Services Department, is looking to hire a skilled individual with demonstrated experience in working with newcomers and refugees. The Settlement Counsellor will provide case management support for newcomers and a spectrum of settlement services to assist them in their settlement journey. The Settlement Counsellor should possess well-developed interpersonal, and relationship building skills and the ability to establish rapport and effective communication with clients, staff, volunteers, and agency partners from diverse cultures and backgrounds.

The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong communication, administrative, and organizational skills, and the ability to maintain a service-oriented approach in client service delivery.

QUALIFICATIONS:

- Proven organizational and time-management skills; self-motivated and detail oriented
- Exceptional customer service skills
- Excellent English communication skills, both verbally and in writing
- Demonstrated flexibility and proven ability to multi-task to deadlines
- Excellent telephone manner and experience operating a multi-line telephone system
- Ability to operate printer, fax machine, photocopier, scanner, etc.
- Typing speed minimum 35 words per minute
- Training in conflict resolution, sensitivity and anti-oppression is an asset



- Basic mathematical competence.
- High degree of discretion, tact and good judgment
- Well-developed computer/technical skills, possesses the willingness and ability to learn additional skills; proficient in Word, Excel and other basic computer programs
- Demonstrated ability to develop and maintain good relationships with coworkers and stakeholders and to work collaboratively to achieve University Settlement's objectives
- Proven problem-solving and decision-making skills
- Post-secondary education or equivalent combination of education and experience
- Strong knowledge of Cantonese/Mandarin Language and skillful in English to Chinese translation
- Basic Knowledge of HARTS an asset
- Non-profit experience

RESPONSIBILITIES:

- Provides administrative support to Language and Settlement team including scheduling of clients' appointments, management of office calendar, filing, answering the phone inquiries, room setup
- Responsible for a broad range of administrative duties including word processing, filing systems and filing, photocopying and faxing, maintenance of machines, maintaining room booking schedule and meeting room set up, agency mail, and ordering supplies
- Responsible for opening the office in the morning and greeting the students and clients, assisting with LINC student registration, and distributing transportation assistance
- Assist with uploading/updating LINC program data on HARTS and iCARE
- Maintains organizational calendar for staff and updating regularly and preparing for monthly review
- Assist with the agency's outreach approach including sending materials to media, partner agencies and clients, training volunteers, coordinating room set up and activities at the event and other related duties
- Assists Department Directors and coordinators with clients' data entry, making copies
- Works together with Agency staff to help organize Agency functions and community events
- Responsible for ordering catering, supplies, and creating and posting signage and flyers
- Recognizes department and/or community needs/trends and develops appropriate methods to respond
- Responsible for receiving all telephone calls, keeping accurate messages for staff, students and volunteers and/or relaying calls to same
- Conduct client's initial intake and refer to other service providers if appropriate
- Schedule appointments for staff and maintain appointments booking system
- Provide a congenial atmosphere for receiving visitors and notify staff of their arrival.
- Ensure provision and dissemination of information related to University Settlement Recreation Centre's objectives, policies, programs and services to the general public
- Responsible for keeping keys to various areas of the office, only giving keys out to authorized persons and ensuring return of same. Report loss of keys immediately to Supervisor
- Assist with events planning and meeting room set up and clean up
- Tact and diplomacy are required when handling contacts of a difficult or specialized nature, discussions, and resolution of problems
- Open daily mail; distribute courier packages and process outgoing mail

- In the case of a disturbance or a trespasser, Front Desk staff are expected to phone for assistance and report the incident as per the established safety procedures for University Settlement
- Provide training for replacement desk staff
- Translate written material from English to Chinese as assigned by Supervisor
- Attend program meeting/take meeting minutes on a regular basis.
- Responsible for other administrative duties as assigned by Supervisor

SCHEDULE: Full-Time position, 35 hours per week, flexible, some evenings and weekends required

DETAILS: Unionized position

SALARY RANGE: \$20.20 per hour

Terms of Employment:

A Police reference check satisfactory to University Settlement is a requirement of this position.

All University Settlement employees are required to be fully vaccinated against COVID-19 as a condition of employment.

Please send your resume and cover letter to jobs@universitysettlement.ca by September 30, 2022.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

