



Job Posting

Position: Intake Advocacy Associate
Department: Welcome Centre
Status: Full Time, 1 year Contract (37.5 hour/week, 7am-3:30pm)
Primary Work Location: Toronto, ON

Position Summary: The Intake Advocacy Associate will be based in 502 Spadina Ave and will report to the Welcome Centre Manager. The Intake Advocacy Associate will be the first point of contact of Scott Mission and he/she will ensure a first positive client experience as a start of their transformational journey with Scott Mission.

Duties & Responsibilities:

- Provide information on Scott Mission's services, eligibility criteria and policies to clients and families; provide referral services
- Utilize software application to record, track, follow up, assess clients status and use of service
- Promote and encourage a welcoming and supportive environment for clients, guests, donors, volunteers
- Handle referrals, respond to emails, phone calls or other correspondences in a timely and responsible manner
- Distribute hot meals, clothing, receive and transfer donations as required
- Lead and participate in Bible Studies and ministry service

- Networking with clients and external stakeholders and industry partners in the community
- Crisis management and de-escalate when situations arise
- Maintain cleanliness of office, ensure files and records are organized

Required Experience and Education:

- Diploma or Degree in Ministry/Social Services Post Secondary Education.
- A minimum of one - two years' experience in Christian Ministry or Social Services. Understanding (some) of issues such as: immigration, housing, poverty, abuse, addiction, mental illness.
- Hold a solid and vibrant Christian faith. Regular attendance at a recognized church or worshipping community

- Excellent assessment skills
- Demonstrated understanding of addictions, mental health, poverty, housing and homelessness issues
- Computer literate: MS Words, Window Access Database
- Excellent communication skills verbally and in writing, active listening skills

- Excellent interpersonal and conflict management skills; ability to work with people with diverse background
- Ability to carry out work with integrity, respecting confidentiality of clients
- Ability to multi-task and be flexible in daily routine of working in the frontline
- Self-starter and result-oriented, excellent problem solver
- Team player with demonstrated flexibility and willingness to be mentored

A combination of education and experience that demonstrates the ability to perform the responsibilities of this position may be considered in lieu of stated education and experience requirements.

Interested applicants are invited to apply by submitting a cover letter with resume to careers@scottmission.com

Interviews will take place immediately.

The Scott Mission welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. **Employment is conditional to results of Police Reference Check and satisfactory references.**