

## JOB POSTING

### **New Toronto Street Food Bank Client Support Worker (Bilingual Ukrainian & English) – Part Time, Contract**

Daily Bread Food Bank works towards long-term solutions to end hunger and poverty and runs innovative programs to support individuals living on low incomes and experiencing food insecurity. Daily Bread distributes fresh and shelf-stable food, and fresh-cooked meals to 132 member agencies and 207 food programs across Toronto. Daily Bread also publishes the influential *Who's Hungry* report - an annual survey measuring trends in food insecurity and poverty in Toronto.

<b>Job Title</b>	New Toronto Street Food Bank (NTSFB) Client Support Worker- Bilingual Ukrainian & English
<b>Department</b>	Programs and Services
<b>Reporting to</b>	Client Programs Manager
<b>Location:</b>	191 New Toronto Street, Toronto, ON, M8V 2E7
<b>Salary:</b>	\$28.52 per hour
<b>Terms:</b>	25 hours a week / Contract – Part-time, on-site
<b>Work Schedule:</b>	Friday: 8:30 am - 4:30 pm Saturday: 8:30 am - 4:30 pm Sunday: 11:30 am – 4:00 pm Monday: 8:30 am - 4:30 pm
<b>Contract Duration:</b>	18 weeks; Tentative start date in May 2024.

#### **Other considerations for you:**

- Free daily lunches when on-site at 191 New Toronto St office.
- Free on-site parking.
- Recognized as one of [Greater Toronto's Top Employers \(2024\)](#).
- Awarded Canada's Most Admired Corporate Cultures by Waterstone Human Capital (2023).
- Recognized as a 5-star rated charity by Charity Intelligence Canada (2023).
- Creative, kind, fun, and passionate team culture.
- Active social committee.

#### **POSITION OVERVIEW**

The NTSFB Client Support Worker will assist the Client Support Coordinator in providing information and referral services to our food bank clients, especially those that are Ukrainian speaking. The NTSFB Client Support Worker helps clients to understand how the New Toronto Street Food Bank works and will help Ukrainian speaking clients understand the variety of services that are offered to them.

The Information and Referral program registers new food bank clients and provides local and citywide clients with referrals: to food banks, to free or low-cost services, and to government benefits that clients may not know about. This position takes a leadership role in providing crisis intervention support when needed, focusing on community advocacy and actively engaging with clients, volunteers and the local community.

## **RESPONSIBILITIES**

### **Establish an atmosphere of respect and dignity in all areas of the program that includes:**

- Ensuring confidentiality of information
- Creating a warm, welcoming, and respectful environment for clients and volunteers
- Respecting the cultural, religious, and personal preferences and customs of clients

### **Information and referral operations:**

- Survey clients for feedback on services.
- Translating simple documents and flyers
- Keep track of referral statistics and inform the Client Support Coordinator of significant findings.
- Work closely with the Client Support Coordinator
- Keep up to date on changes to government supports that affect our clients.
- Look for ways to inform our clients about Daily Bread Food Bank's advocacy efforts.
- Register new clients using the Link2Feed database (training will be provided)
- Actively engage with clients and local community organizations
- Sharing information about community and government services, training opportunities and events
- Assist with workshops and training opportunities offered through partner agencies.
- Provide crisis intervention support as needed.
- Assist New Toronto Street Food Bank staff as needed.

## **EDUCATION/EXPERIENCE (or equivalent)**

- Experience working in a food bank, drop-in, meal program or similar environment considered an asset.
- Customer service experience in a fast-paced environment
- Demonstrated ability to work with diverse groups of people.
- Strong crisis intervention and conflict management skills.
- Experience verifying and making referrals and providing informal counselling support.
- Must be fluent in Ukrainian (speaking and writing)
- Must be fluent in English (speaking and writing)

## **KEY COMPETENCIES AND SKILLS**

- Commitment to working for and with low-income people.
- Excellent team building and communication skills.
- Enthusiastic about learning and connecting people to information and resources.
- Strong ability to prioritize conflicting needs.
- Ability to respond quickly and effectively to challenging situations.

- Excellent organizational skills
- Sees problems and challenges as opportunities.
- Sets and ensures high standards of service.
- Remains calm under pressure and able to respond quickly and effectively to challenging or crisis situations.
- Proficiency with various computer programs, including Microsoft Word, Excel and Teams, the ability to navigate e-mail and the internet, and the ability to learn new software and teach its use to others.

## WORK ENVIRONMENT

This position will require the candidate to work on site, located at 191 New Toronto Street, Etobicoke.

## HOW TO APPLY

To be considered, applicants must submit a cover letter and resume by **Tuesday, May 14<sup>th</sup>, 2024, 11:59 p.m.** to [careers@dailybread.ca](mailto:careers@dailybread.ca). Interviews for the position will be conducted on a rolling basis.

***Daily Bread Food Bank is an equal-opportunity employer and encourages applications from members of designated groups. Persons with disabilities who need accommodation in the application process, or those needing job postings in another format, please e-mail a request to Human Resources.***

Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview.