

SOUTH ESSEX COMMUNITY COUNCIL
POSITION DESCRIPTION
INTERNAL/EXTERNAL
Job Posting #2022-19

POSITION: Community Home Support Services-Scheduler-Meals on Wheels

POSITION SUMMARY: Under the direction of the Community Services Department Coordinator, and the Community Home Support Services Program leader the Scheduler assumes the following duties and responsibilities:

- Compile statistical and program performance information to be forwarded to the Program Leader for reporting purposes
- Liaise professionally with service providers, community partners, volunteers, and clients
- Participate in CS and SECC staff meetings, activities and events
- Schedule daily Meals On Wheels delivery routes, the ordering of meals and printing labels
- Liaise professionally with suppliers, community partners, volunteers, and clients
- Package meals according to delivery route and order
- Meet and greet volunteers/staff delivering meals, ensure they sign-out meals and take proper delivery bags/boxes and review any new clients or special delivery instructions
- Deliver meals to client homes and/or satellite pick-up locations throughout entire delivery area
- Schedule volunteers for routes and report any performance issues or information to the Program Leader
- Provide coverage in other positions as needed
- Other duties as assigned

QUALIFICATIONS:

- University Degree in Social Sciences (psychology, social work, sociology, etc.)
OR
- Community College Diploma in Social or Community Services
AND
- One to three years of demonstrated experience working with seniors and/or persons with disabilities
AND
- Experience in scheduling preferred
AND
- Possess a Class G license, reliable transportation and proof of insurance

ADDITIONAL SKILLS:

- Intermediate to Advanced computer skills including Microsoft Word, Excel, Power Point, Access and Outlook
- Demonstrated verbal and written communication skills and proficiency in the English language
- Knowledge of community resources and referral sources
- Excellent interpersonal, organization, analytical, and time-management skills
- Demonstrated verbal and written communications skills and proficiency in the English language
- Experience working with the public in a customer service capacity
- Ability to work in an environment prone to disruption and ability to multi-task
- Vulnerable Sector police check
- Bilingual candidates preferred

HOURS AND SALARY:

- 20 hours per week, must be available Monday through Friday, flexible hours may be required depending on the needs of the program
- Must be available to work all holidays including Christmas, Thanksgiving, Easter, New Year's Day
- \$21.81 per hours, As per CUPE 4523 Collective Agreement

EXPECTATIONS:

- Provide courteous, supportive and professional service at all times to clients, employers, coworkers and community partners
- Be attentive to detail and able to meet deadlines
- Expected to provide coverage for other positions as required
- Work as part of a team and contribute to the smooth operations of the program
- Keep accurate and up-to-date program statistics and complete reports
- Able to work in a busy and changing environment; capable of multi-tasking and of dealing with constant interruptions
- Communicate effectively and in a timely manner with clients and other staff
- Sensitive to the diverse needs to clients from various backgrounds
- Work independently and co-operative in a multi-disciplinary situation

**INTERNAL/EXTERNAL POSTING
WITHOUT PREDJUDICE**

Please submit resumes by 4:30 p.m.

Monday, May 23, 2022

Jennifer Moore

jmoore@secc.on.ca

Manager of Human Resources

PLEASE NOTE:

Please be sure to list all qualifications you possess as they relate to the qualifications in the posting.

- All of the qualifications in the posting are deemed necessary to perform the work required of the position
- Interviews and practical assessments will be conducted to clarify qualifications
- SECC is committed to employment equity, welcomes diversity in the workplace, and encourages applications from all qualified individuals including women, members of racialized communities, indigenous persons, persons with disabilities, and persons of any sexual orientation or gender identity.
- Should you require an accommodation at any part of the application or interview process, please advise the Manager of Human Resources