

EMPLOYMENT OPPORTUNITY

BILINGUAL RESOURCE SPECIALIST | French/English

Full-time Permanent

For the past 72 years, Findhelp/211 (www.findhelp.ca) has been a trusted hub of community information. Each year, we connect over 300,000 callers and 2 million web users to more than 60,000 services and supports in Ontario, New Brunswick, Newfoundland-and-Labrador, Manitoba and beyond. Findhelp/211 Central not only connects people to the services that they need but also provides vital trend information for community planning and public benefit. Our dynamic team strives for excellence in all that we do, creating connections and solutions to build strong communities. We prioritize organizational health, a learning culture and opportunities for growth and professional development.

THE OPPORTUNITY

The Bilingual Resource Specialist is responsible for tasks that maintain the integrity and quality of the information in the database of community programs and agencies used to support the delivery of phone and web-based service to people in Ontario, New Brunswick, Newfoundland-and-Labrador, Manitoba and beyond. The successful applicant is an Information and Referral professional who brings best practices in the field to the Findhelp team. An additional objective of this position is to support the organization through resource dissemination and to contribute to projects and programs that support resource-related projects.

In this role, you will be required to adhere to a hybrid work arrangement that is not fully remote, and includes a requirement for performance of work at Findhelp's office location on a weekly basis. Candidates must meet the agency's requirements which include, but are not limited to: a quiet workspace, the required internet bandwidth, and fulfill workplace health and safety requirements.

RESPONSIBILITIES

- A key function of this position is to maintain records in our Community Resource Databases. This involves researching and consulting with community organizations, agencies, stakeholders and governments to identify and gather suitable resources for inclusion in the database.
- Creating, entering and updating records through Content Management Systems while ensuring accuracy and accessibility, and according to recognized Information and Referral Standards including the 211 Human Services Indexing System (211HSIS).
- Proactively collaborating with community agencies, partners and colleagues to enhance information quality and processes for data requests, record updates, and to meet the needs of the public and 211 navigators.
- Raising Findhelp's Information and Referral profile by representing Findhelp in professional development and community-based initiatives supporting the development of the Community Resource Database and making presentations detailing our Information and Referral practices.
- Keeping current with trends and issues in the field of Information and Referral in order to make recommendations for action related to the work at Findhelp.
- Ensuring professional development by attending training sessions and keeping aware of updates in the nonprofit sector.
- Assisting in the development of Information and Referral policies and procedures, performing queries of the Community Resource Database to assist in the development of reports.
- Other responsibilities as required to meet department and organizational goals.

QUALIFICATIONS

- Excellent communications skills in English and French (writing, speaking, documenting, listening, and presenting)
- Strong team player and solutions focused problem-solver
- A minimum of 1-year experience editing, proofing, and data organizing
- A minimum of 1-year experience working with directory databases and classification systems
- Experience with automated information systems
- Demonstrated adaptability and flexibility within rapidly evolving work environment
- Excellent editorial skills demonstrated through copy editing, proofreading, rewriting, and research skills
- Strong database management skills
- Ability to work with speed, accuracy and consistency to support tight deadlines
- Demonstrated experience with maintaining databases within Ontario and nationally is an asset
- Advanced organizational and time management skills
- Strong analytical skills; very detail-oriented
- Advanced computer skills (e.g. Microsoft applications, Internet research)
- Good relationship building skills
- Demonstrated ability to meet and exceed performance metrics (e.g., record verification rate targets)
- Experience developing and presenting training materials is an asset
- Able to work independently, prioritize, and take initiative

KNOWLEDGE, EDUCATION AND CERTIFICATIONS/LICENSES:

- MLIS Degree in Library and Information Science or post-secondary education in a related field or equivalent combination of education and experience
- Knowledge and understanding of community, social and human services field in Ontario
- Understanding of information classification systems, taxonomy and style guides
- CRS-DC (Community Resource Specialist - Database Curator) InformUSA/AIRS certification an asset
- English and French proficiency for speaking and writing is a requirement. (**Note:** Your proficiency in English and French will be assessed as part of the selection process)

If you meet the criteria outlined above, and are inspired by Findhelp's Mission and Vision, we would love to hear from you!

SALARY AND BENEFITS

This full-time position consists of 35 hours a week.

Hourly Rate Range: \$30.09 to \$33.10

Other benefits include: Bilingual (English/French) shift premium

A comprehensive benefits package is provided including: health and dental group insurance, long-term disability insurance, life insurance, 4 weeks paid vacation annually (to start), and participation in CUPE's Multi-Sector Pension Plan.

APPLICATION PROCEDURE

Applications will be reviewed as received until suitable candidates are found. Along with your resume, please provide a cover letter with a description in 500 words or less telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to: job@findhelp.ca.

Additional Information: This position is part of CUPE Local 3173.

Findhelp|211 Central believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity seeking groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity seeking groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people, and people with disabilities.

If you require accommodation at any stage during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation. Contact HR at job@findhelp.ca.

We thank all applicants and will only contact the individuals selected for an interview.