

## **Job Posting**      **March 4, 2009**

### **Information and Referral Specialist, Permanent Part Time**

A successful candidate would use their excellent interpersonal and communications skills to provide support, crisis management assistance and information/referral to clients, who may be in crisis situations involving sexual assault, violence in intimate relationships, addiction to substances or gambling, elder abuse or adult survivors of childhood abuse. Training will be provided regarding system of service and the tasks of the position prior to beginning work.

#### **Main Duties:**

- Responds promptly to enquiries via telephone, email, mail, TTY, text, or personal interview
- Assesses client needs, provides 'soft' counseling and crisis management as required
- Accesses information quickly and accurately from the database, internet or other sources
- Provides information about the system of services, outlines possible options and makes appropriate referral to community resources
- Initiates and performs follow-ups, advocacy, assisted referrals and notes unmet needs
- Helps in the maintenance of information resources by seeking out and passing along information about changes or additions to the system of service

#### **Qualifications:**

- Minimum of Community College diploma in Community Social Service Work or extensive university coursework in Social Sciences
- Fluency in a language other than English is an asset
- Certified Information and Referral Specialist (CIRS) is preferred
- Relevant experience working in the social services field and good familiarity with BC social, community and criminal justice services
- Ability to communicate effectively in English, both verbally and in writing
- Ability to deal with clients in an empathic, courteous and tactful manner.
- Knowledge of the dynamics of abuse, victimization and systems of oppression
- Ability to keep accurate records, research and problem solve
- Must be able to work morning, evening and overnight shifts on weekdays and weekends as per operational requirement (includes a regular shift pattern)
- Authorizes a criminal record check and meets program's criminal record standards
- Attains and upholds certification as an I&R specialist according to AIRS Standards

Information Services Vancouver is a not-for-profit agency. We promote diversity in our workforce. This position is open to male and female applicants and requires union membership.

**Start date:** as soon as possible

**Location:** Information Services Vancouver

**Shift schedule:** The help lines operate 24 hours/7 days a week and scheduling for this position is on a weekly rotation of various shifts in the 24 hour period and includes weekday and weekend shifts.

**Hours per week:** Depending on applicants availability and scheduling requirements

**Pay Grade:** \$16.60 (Step 1)

**Automobile Use:** There is no requirement for use of candidate's automobile in the performance of her/his duties.

**Submit resume and covering letter to:** [IRresume@communityinfo.bc.ca](mailto:IRresume@communityinfo.bc.ca) or fax to: Manager, I&R Services 604-660-9415. We thank all applicants for their interest but only those selected for interviews will be contacted.

**Closing Date: 8:30 am, Monday March 23, 2009**