



JOB DESCRIPTION

POSITION: Live Answer – Student Role
Accepts Students: **Fall placements (Sept. start)**
Winter placements (Jan. start)
Summer placements (May. start)

SPECIFIC POSITION RESPONSIBILITIES

- Welcomes clients, families and visitors in person, over the phone and/or via ROCK's Chatbot, Quinn and answering or referring inquiries.
- Manage/assist with client/family registration and administrative processes as assigned. Ensure relevant client/family registration records collected are accurate, current, and completed in a timely and accurate manner.
- Comforts clients and/or families by anticipating any anxieties, answering clients' questions, and maintaining the reception area. May also offer child minding while parents/carers are completing paperwork and/or speaking with their clinician
- Ensures availability of additional program flyers and information for families to review while waiting
- Commitment to utilizing the principles of trauma informed care in all client interactions
- Provides referral/program information for other community resources/services as appropriate to the client/family situation
- Perform clerical work such as filing, copying and faxing
- Participate in weekly supervisions with Supervisor to ensure learning goals are being met.
- Work collaboratively with university/college placement students if applicable
- Attend relevant orientations and trainings at ROCK
- Attend other community committees when as requested
- Other duties as may reasonably be assigned

REQUIRED SKILLS/QUALIFICATIONS

- **Ability to travel to three ROCK sites, Burlington, Oakville and Milton**
- Ability to take initiative, work independently and collaboratively, good verbal and written communications skills, and interpersonal skills
- Comfortable leading a team and speaking in front of others
- Sound decision making and problem-solving skills
- Ability to establish relationships with clients that demonstrates self-awareness and appropriate professional boundaries
- Experience working in the social service setting (volunteer or paid) is an asset
- Computer literate
- Available to work flexible hours according to client/program needs
- Valid Ontario License and access to use of a reliable vehicle