



Bereaved Families of Ontario – Toronto

Intake Support Worker

BFO-Toronto is a charitable organization dedicated to supporting those grieving the death of a loved one. We offer the delivery of one to one and groups (8 week sessions in person and online). Our peer to peer matching allows those grieving to connect with trained volunteer facilitators who have experienced a similar loss. We provide support, community and hope through groups and annual community events bringing people together to connect and share.

Description and Requirements:

We are currently looking to add to our team an **Intake Support Worker** through the Canada Summer Jobs grant. This role is reserved for those who are **between the ages of 18-30** and are able to work for 8 weeks (35 hours a week).

The Intake Support Worker will be the first point of contact for those requesting support in their bereavement. Daily tasks will include: communication with those who are seeking support (over the phone and by email) in a time-sensitive manner, support the Program and Volunteer Coordinator in coordinating one to one meetings with a trained volunteer facilitator, address any questions, concerns or referrals, register clients for a support group, collect and input client information and maintain up to date data in our CRM, attend team meetings, possibly assist with and attend events (as needed).

Full-time:	9 a.m. to 5 p.m. Monday to Friday with some evening and weekend work on occasion
Work location:	Office (downtown Toronto) and remote working, depending upon the needs of the organization
Reports to:	Executive Director and/or Program and Volunteer Coordinator
Wage:	\$18 an hour (35 hours a week)
Start:	ASAP

Education and Experience Required

- Social Work degree, diploma and designation (S.S.W., B.S.W., R.S.W., R.S.S.W., M.S.W.) or pursuing this education pathway
- Previous experience completing in-person or online intake and referral in a social service or front-line setting
- Lived experience with grief
- Skilled in dealing with confidential and sensitive information
- Able to build and maintain strong relationships with colleagues, volunteers and partners
- Skilled communicator in person or using online tools and programs (e.g. Zoom and Gsuite)

- Ability to work collaboratively with colleagues (permanent or contract), students and volunteers
- Demonstrates good planning skills, ability to prioritize work, time management skills as well as the ability to work independently
- Proficient in the use of numerous computer programs including Google Suite, MS Office Suite, CRM, etc.
- Able to work independently with support provided by staff, volunteers and ED.

Nice to Have:

- Strong interest in grief work and the peer-support model (We don't provide professional counselling and will refer out to resources)
- Strong proficiency in additional languages other than English
- Program development experience in the not-for-profit sector
- Volunteer recruitment, training and management experience
- First Aid, AODA, Crisis Intervention, Understanding and Managing Aggressive Behaviour (UMAB)
- Strong Self-Care practice to manage the delicate work that we do.

How to Apply: Interested applicants should provide a cover letter and updated resume to Executive Director Sarah Garcia-Heller (sarah@bfotoronto.ca) by Friday May 12th and be available for a zoom interview the week of the 15th (negotiable).

At BFO, we strive to be an equitable and inclusive employer. Our commitment to equity is grounded in an organization-wide commitment to achieving teaching, peer-support and healing environment that is free of discrimination and harassment.

BFO-Toronto actively seeks candidates from First Nations, Métis and Inuit, racialized and LGBTQ2S+ communities, women, and people with disabilities (including people who have experienced mental health and substance use challenges). We value lived experience with grief.

We encourage people from all backgrounds to apply to our positions.

We thank all applicants for their interest, however, only those selected for an interview will be contacted. Please inform us if you require accommodations during the interview process.

An Important Note:

We recognize that some potential candidates might only apply to positions when they feel 100% qualified. If you are interested in this role but don't see yourself fully reflected in the requirements of the posting, we encourage you to apply or reach out to learn more.