



## **COMMUNITY SERVICE REPRESENTATIVE**

<b>DEPARTMENT:</b>	<b>COMMUNITY SUPPORT SERVICES</b>
<b>REPORTS TO:</b>	<b>CLIENT SERVICES MANAGER, COMMUNITY SUPPORT SERVICES</b>
<b>STATUS:</b>	<b>PERMANENT FULL-TIME</b>
<b>SHIFT:</b>	<b>DAYS</b>
<b>COMPENSATION:</b>	<b>TBD – UNDER REVIEW WITH UNION</b>
<b>UNION:</b>	<b>SEIU</b>
<b>AVAILABLE TO:</b>	<b>INTERNAL EMPLOYEES</b>
<b>DATE POSTED:</b>	<b>MARCH 26, 2025</b>

### **POSITION DESCRIPTION:**

Reporting to the Manager of Community Support Services, the Community Service Representative delivers HHHS services, thus fulfilling our vision of optimizing health and well-being in Haliburton County.

Functioning as an integral member of the Community Support Services team, this position will support the delivery of the full complement of Community programming offered by HHHS. This includes the Meals on Wheels, Emergency Response, Transportation, Client intakes and reviews, Hospice and Social Recreation Program in addition to providing coordinating support (Home Help/Home Maintenance, Friendly Visiting) and back-up support to other community support service programs as directed by the Manager. While each Representative is assigned a portfolio inclusive of only certain services, Representatives are required to be familiar with all services to provide an exceptional experience for clients. **This position will be assigned the Meals on Wheels portfolio.**

Many of HHHS's community services involve volunteers in service delivery. The Community Service Representative works closely with the Volunteer Coordinator to provide opportunities, resources, and tools to support volunteer engagement.

### **QUALIFICATIONS:**

#### **EDUCATION / EXPERIENCE:**

- Post-secondary diploma in relevant field.
- Hospice Palliative Care knowledge and training; certification through a recognized palliative care education program (i.e., Fundamentals of Palliative Care).
- Experience and competence in Adult Education and Health Promotion principles and practices.
- Experience in coordinating and supporting volunteers.
- Must have Valid G Class license, insurance suitable for HHHS's requirements and clean driving record as demonstrated by current Driver's Abstract.
- Access to a reliable vehicle.
- CPR/First Aid certification.

#### **SKILLS / ABILITIES:**

- Demonstrates compassion, empathy, respect, integrity, and caring attitude in all interactions.
- Exceptional listening skills.
- Excellent interpersonal skills and ability to work effectively with all levels of staff, patients, and the community.
- Ability to comprehend and work effectively and efficiently with computer software systems, e.g., MS Office.
- Excellent organizational and time management skills.
- Demonstrated ability to work independently.

**SUBMIT RESUME TO:** **Human Resources Job Application Box**

**PLEASE QUOTE JOB NUMBER:** **2025-48**

**DEADLINE FOR APPLYING:** **April 3, 2025 @ 1600 Hours**

Haliburton Highlands Health Services thanks all applicants, however, only those selected for an interview will be contacted. If you are contacted by HHHS regarding a job opportunity or testing, please advise if you require accommodation. Information received relating to accommodation needs of applicants will be addressed confidentially.