

cultiver
cuisiner
partager



food
people
community

Santropol Roulant is hiring!

Client Relations Coordinator

Santropol Roulant is seeking a warm and welcoming individual to join our team as Client Relations Coordinator.

About Santropol Roulant

Santropol Roulant (SR) uses food as a vehicle to break social and economic isolation between generations and cultures. Creatively and collaboratively, we strengthen and nourish our local community with our novel approaches to active youth engagement, urban food systems, food security and community care.

Santropol Roulant is a youth training organization. As such, opportunities to learn and grow are key benefits of working at the Roulant. We encourage people to apply for roles they are passionate about even if they do not have all the expertise required.

About the Meals-on-Wheels Program

Five days per week, fifty-two weeks per year, Roulant volunteers deliver warm and healthy meals to 8 different neighbourhoods by bike, on foot and by public transport to ensure that Montrealers living with a loss of autonomy have access to fresh food and receive a friendly visit.

Our service, which is built on the engagement of young members of our community, allows our clients to continue to live at home with dignity, sustained independence and access to a nutritious food source. What makes our Meals-on-Wheels service unique is our intergenerational approach whereby we encourage different generations to come together and share ideas.

About the position

Working in close collaboration with the Meals-on-Wheels (MoW) team, the Client Relations Coordinator is the key locus of our relationships and desired impact with clients of the service. While the core responsibilities are rooted in the daily operations of our meals-on-wheels program, the focus of the role is on breaking social isolation and building relationships with client-members. As such, being receptive and available to listen is key and it is important to always make time for a chat!

Key Responsibilities

Communications with client-members and healthcare professionals

- Welcoming all new clients to the service in a helpful and inclusive manner
- Liaising with healthcare professionals and family members to register new clients and follow-up with as needed
- Supervising the creation of the quarterly client newsletter
- Representing Santropol Roulant in social service and healthcare networks

Client program management

- In collaboration with the Meals-on-Wheels team, ensuring the daily delivery of the meals-on-wheels service (communicating food restrictions to the kitchen, preparing route sheets for volunteers, etc.)

- Maintaining and improving systems and tools related to client management, including the client database
- Playing an active role in the billing process (including following up with “late payers” and problem-solving as needed)
- Leading ad hoc projects and activities related to social inclusion, seniors issues, intergenerationalism, etc.
- Representing client interests to staff and the larger Santropol Roulant community

Intergenerational events

- Leading our four main intergenerational events, like the holiday brunch and the sugar shack outing
- Ensuring that our activities remain inclusive and accessible to clients throughout the year
- Offering clients the opportunity to actively participate in all aspects of Santropol Roulant, including a yearly call out to participate in the AGM

Organizational life

- Participating in staff meetings, MoW meetings, hiring committees, event planning committees, social inclusion and food security committee, etc.

We are looking for candidates with the following interests, skills and experience:

- Strong desire to contribute to Santropol Roulant's mission of breaking social isolation.
- Demonstrated interest in building relationships with seniors and people living with a loss of autonomy
- Excellent inter-personal and communication skills in French and English, especially verbal
- Highly organized and detail-oriented (billing process, client referrals, etc.)
- Strong sense of initiative
- Conflict management skills
- Social work experience is not a prerequisite but is considered an asset

Additional Details

This is a full-time position (40hrs/week) hours a week with a schedule **from Tuesday to Saturday**. The forecasted start date is around late March 2014. This is a salaried position at \$15,00 per hour.

To apply, mail or drop off your **CV** and **cover letter** to our offices at 111 Roy Street East, or send your application by email to rh(at)santropolroulant.org before monday **March 10th 2014 at 9am**. Applications should be addressed to the **Client Relations Coordinator Hiring Committee**. Only those candidates selected for an interview will be contacted. Interviews will take place around the week of March 10th. For more information contact Pier at 514-284-9335, write to rh(at)santropolroulant.org, visit our website <http://santropolroulant.org/>, or stop by our office.

Santropol Roulant is an inclusive environment. We welcome a diversity of applicants including those from traditionally under-represented groups. Please feel free to indicate so in your letter, if this is your case.