

Santropol Roulant is hiring!

# Coordinator of the Meals-on-Wheels Client Community

*Santropol Roulant is looking for a welcoming and caring listener to build relationships with our client-members*

## About Santropol Roulant

Santropol Roulant uses food as a vehicle to break social isolation between generations. Creatively and collaboratively, we strengthen and nourish our local community with our novel approaches to active community engagement, youth leadership, food security and social inclusion.

The Roulant's staff is young and dynamic with job descriptions and responsibilities that sometimes exceed their experience. As such, opportunities to learn and grow are key benefits of working at Santropol Roulant. Our working culture supports staff members in developing the skills required to ensure that our collective impact matches organizational and personal aspirations.

## About the Meals-on-Wheels Program

Five days per week, fifty-two weeks per year, Roulant volunteers deliver warm and healthy meals to our clients in 8 neighbourhoods across the city by bike, on foot, by car and by public transport. Our service ensures that Montrealers living with a loss of autonomy have access to fresh food and receive a friendly visit.

What makes our Meals-on-Wheels (MoW) service unique is our intergenerational approach whereby we create opportunities for people of different generations to come together. The active engagement of young members of our community allows our clients to continue to live at home with dignity, sustains their independence and provides access to nutritious food.

## About the Position

Working in close collaboration with the other members of the Meals-on-Wheels (MoW) team, the **Coordinator of the Meals-on-Wheels Client Community** 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 two-fold : ensuring that the highest quality of service is provided to our client-members, and building relationships with them. As such, being receptive and available to listen is key.

## Key Responsibilities

### *Communications with Client-Members and Healthcare Professionals*

- Maintain and develop relationships with our client-members to respond effectively to their needs and concerns
- Collaborate with healthcare professionals and family members to register new clients and follow-up with as needed
- Represent Santropol Roulant in social service and healthcare networks
- Ensure that our client-members are informed about and included in Santropol Roulant's events and activities, through a quarterly client newsletter and other send-outs

### *Client Program Management and Development*

- In collaboration with the MoW team, ensure the daily delivery of the meals-on-wheels service, with special attention paid to client concerns and feedback
- Play an active role in the billing process (including following up with "late payers" and problem-solving as needed)
- In collaboration with the MoW team, ensure that the medium and long-term needs of our client community are met, developing the service and tools related to client management as required.

### *Intergenerational culture and social inclusion*

- Take a lead role in organising our four main intergenerational events
- Representing client interests to staff and the larger Santropol Roulant community
- In collaboration with other staff members, maintain and develop other projects related to social inclusion and food security of our client-members as required

**As a member of Santropol Roulant's staff team,** participate in collective responsibilities such as staff meetings, MoW team meetings, hiring committees, event planning committees, and other collaborative projects.

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

- Passionate about the mission, values and approach of Santropol Roulant
- Demonstrated interest in building relationships with seniors and people living with a loss of autonomy
- Excellent inter-personal and verbal communication skills in French and English, especially over the phone
- Strong active listening skills and ability to empathise with clients experiencing distress
- Comfortable using databases and IT systems
- Highly organized and detail-oriented
- Driver's license and willingness to drive in Montreal (this requirement to be waived for a person with a physical disability)
- Event organising experience and/or social work-related experience would be assets
- Can balance long term and short term priorities while working in a vibrant community space where shared responsibilities for greeting community members and answering the phone may frequently interrupt work

**Contract Details :**

This is a full-time (40 hours / week) permanent position with a forecasted start date of June 20th, 2016. The schedule is Monday-to-Friday 6 months per year, and Tuesday-to-Saturday 6 months per year. This is a salaried position at \$15.33 per hour, in accordance with Santropol Roulant's Salary Policy which also includes health and professional development benefits and annual salary augmentations. We ask for a minimum commitment of 2 years.

As an organization that works to break social and economic isolation and bring people together across social barriers, Santropol Roulant recognizes that people who experience structural oppression and marginalization have a lot to offer our community. People of colour, those recently arrived from other countries, people with disabilities, women, two-spirited and queer people, trans people, and other candidates who experience marginalization are strongly encouraged to apply and to self-identify in their cover letter.

Our primary office space is step-free and has an accessible washroom, but our second floor and basement are not wheelchair accessible. **This position in particular may be well suited for people with limited mobility** depending on their circumstances. Please contact Stephanie (514-284-9335, stephanie(at)santropolroulant.org) if you have any questions about the accessibility of our work area.

**To apply,** please drop off or email your CV and cover letter addressed to Stephanie Childs at 111 Roy East or rh(at)santropolroulant.org by **Monday May 23rd at 9am**. Due to the large volume of applications anticipated, we will unfortunately only be contacting candidates who are chosen for an interview. Please visit our website at santropolroulant.org or contact Stephanie Childs at 514-284-9335, stephanie(at)santropolroulant.org with any questions or clarifications.