



Scarborough Centre for Healthy Communities (SCHC) is dedicated to improving the health and well-being of Scarborough's diverse communities by providing accessible, equitable, and transformational health and social services. Through our Neighbourhood Health Model, strong community partnerships, and a commitment to addressing the social determinants of health, we create opportunities for people and communities to thrive.

Guided by our I2CARE values—Inclusivity, Innovation, Collaboration, Accessibility, Respect, and Equity—we foster a workplace where people feel valued, supported, and empowered to make a meaningful difference.

As an academic community health organization, we advance health equity through research, education, and knowledge sharing. We prepare the next generation of health professionals through community-based learning experiences that reflect the realities of team-based care, community support systems, and the diverse communities they will serve.

We are currently looking to hire a:

### **Food Access Outreach Worker**

#### **Full-Time Permanent (35 hours/week)**

Community Services provides front line delivery of basic life requirements including food, clothing furniture, one to one advocacy. Our community is comprised of low-income families, single parent led families, youth, seniors, hidden homeless and street homeless.

**Reporting To:** Manager, Community Services

#### **Purpose:**

The Food Access Outreach Worker works in a team environment, providing basic needs to families, seniors, youth and single adults and homeless individuals. This team member supports the effective day-to-day operations of the food bank by assisting with intake, food sorting, packing, inventory, and client service. This role ensures clients are welcomed with dignity and respect while maintaining a safe, clean, and organized environment consistent with food safety standards and organizational policies.

#### **Key areas of responsibility:**

##### **Food Handling & Distribution:**

- Receive, sort and store food donations in accordance with food safety guidelines
- Consistently lifting, carrying and moving up to 501bs of product repeatedly
- Using provided equipment (ie. dollies/rolling bins) to move up to 6001bs of products between
- the program spaces
- Check best-before dates and product quality
- Receive, document, and stock shelves, freezers and fridges with deliveries and donations
- Prepare and maintain distribution areas
- Follow safe lifting and handling procedures

##### **Client Services:**



- Greet and welcome all services users
- Complete comprehensive intake and registration in accordance with agency policies and confidentiality
- Provide information and relevant resources through referrals
- Support equitable food distribution that respects client choice where possible
- De-escalate and troubleshoot situations in a professional manner

**Administrative duties:**

- Maintain and update client databases and incident reports
- Track incoming donations
- Maintain program supply orders and food ordering systems
- Inventory control for even distribution of goods
- Work collaboratively with staff/ volunteers and students
- Participate in SCHC team meetings, committees and training
- Uphold all audit standards and procedures
- Promote the mission, vision and values of SCHC and the program

**Scope and Accountability**

- Works with larger Community Services team to support client advocacy
- Works with the coordinator around safety issues, volunteer assignments, and intake processes
- Identifies trends and client needs
- If necessary, willingness to drive an SCHC vehicle for the purposes of the clothing, food, and furniture bank, ensuring safe operation and maintenance of the vehicle and according to manufacturer recommendations

**Qualifications:**

- Strong interpersonal and communication skills
- Sensitivity to and awareness of cultural, racial, socio-economic diversity within the community
- Oral and/or written fluency in other languages relevant to the community the program serves is a definite asset
- Skills in conflict resolution, mediation and crisis management
- Good problem solving skills
- Subject to Ministry of Transportation Ontario Driver's Abstract
- Self-motivated
- Strong ability to work independently and as part of a team

**Education & Professional Experience:**

- High Scholl Diploma or GED
- Social service worker diploma (Asset)
- Demonstrated knowledge, skills and abilities through 1-2 years of work experience in similar field
- Comfortable using computers, familiar with Microsoft Suite (Word, Excel, Outlook etc.)
- A willingness to work with clients who face ongoing challenges
- Valid driver's license ("G" class) to drive in Ontario



- Experience driving a large vehicle (Asset))
- Experience working with the vulnerable population
- Customer service skills
- Warehouse experience is considered an asset

**Significant Working Conditions:**

- Ability to lift/carry up to 50lbs and move up to 600lbs using equipment provided (ie.) dollies/rolling bins) on a regular basis
- Flexibility of hours -evenings and weekend work may be required
- Working with clients who sometimes exhibit challenging behaviors
- Working in a Toronto Community Housing Building

**Remuneration:** \$20.71-\$23.83

**Band:** K

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

**Please apply in confidence to HR by email:** [Recruitment@schcontario.ca](mailto:Recruitment@schcontario.ca)

**Note:** Please quote **FAOW-CS** in the subject line.

*We would like to thank all applicants; only those invited to interviews will be contacted.*

**If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.**

**SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+**

**SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide**



**accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.**

[www.schcontario.ca](http://www.schcontario.ca).

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