



Relief Worker - Teen Programming

Internal/External Posting

Casual, on-call basis

Compensation: \$14.16/hour

Planned Parenthood Toronto is a fully accredited community health centre that provides primary health care services to youth 13 to 29 years as well as health promotion programming, education, training and research to improve the health and well being of Toronto's diverse communities.

We are seeking a **Relief Worker, Teen Programming** to work on an as-needed basis. Teen Programming provides information and referrals to Toronto-area teens aged 13 to 19 years through the operation of a peer-based phone line, email, text and on-line instant chat services and through outreach and educational initiatives in the community. The program also operates a sexuality information website for teens.

Shift times for Teen Programming are: Monday, Tuesday, Wednesday and Thursday from 4-9pm and Saturday from 12-5pm.

General Responsibilities:

The Relief Worker, Teen Programming provides assistance in the support, orientation and ongoing education of volunteers.

Specific Responsibilities:

The Relief Worker, Teen Programming provides direct support to the Coordinator in the following areas:

- Under the direction of the Coordinator, assist in the orientation and training of new volunteers and ongoing education/training of active volunteers.
- Monitor and provide ongoing feedback to volunteers throughout their shifts as opportunities for learning and skill development.
- Provide feedback to the Coordinator to assist in the monitoring and provision of formal feedback to volunteers.
- Provide ongoing volunteer appreciation.
- Provide sexual health related information and referrals to youth by telephone, text, on-line instant chat, and email as needed.
- Ensure that programming activities are carried out during assigned shift and any communication during shift is passed onto Coordinator.
- Assist Coordinator in collecting accurate records of client encounters and volunteer hours according to procedures.
- Update healthy sexuality materials as required for the information resource base.

- Perform other duties from time to time as related to the job and based on agency and program needs.

Qualifications:

- Secondary school diploma with 1-2 years experience OR 2-3 years experience in similar role responding to telephone, e-mail, and/or face-to-face health information requests
- Completion of a PPT volunteer training program or PPT student placement on sexual and reproductive health
- Strong knowledge of sexual and reproductive health issues for youth
- Experience working with youth
- Experience communicating information by telephone, email, text and online instant chat.
- Commitment to pro-choice philosophy.
- Experience working with and supporting volunteers an asset
- Demonstrated commitment to equity goals and principles, to sexual and reproductive rights, to being youth positive, LGBTQ positive and sex positive and to being inclusive of diverse sexual and gender identities.
- Strong administrative and organizational skills.
- Excellent written and verbal communication skills.
- Proficiency and experience working in a computerized environment.
- Understanding and support of peer education and volunteerism models.
- Commitment to working cooperatively in a community-based setting as part of an inter-disciplinary team of staff, students and volunteers.
- Commitment to working from a community development perspective
- Available to work during shift times on evenings and weekends.

Please forward letter of interest and resume by **March 16th, 2018** to:

Hiring Committee (Teen Programming – Relief Worker)
Planned Parenthood Toronto
36-B Prince Arthur Avenue
Toronto, ON
M5R 1A9
Fax: (416) 961-2512
Email: ppt@ppt.on.ca

PPT is committed to the principles of equity and ensuring that our hiring practices are enriched by the people, needs and desires of Toronto's diverse communities. We thank all applicants for their interest. Only those selected for an interview will be contacted. No phone calls please.

PPT is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs. We regret to inform that PPT is not a wheelchair accessible space.

Please note that as a condition of employment, the successful applicant must complete a Criminal Record Check.