



Trenton Military Family Resource Centre (MFRC) Internal and External Job Posting

POSITION: Information and Referral Assistant
TYPE OF EMPLOYMENT: 1 Part-time (Unionized): Trenton Childcare Site
RESPONSIBLE TO: Program Manager

Our Mission

To promote and facilitate community-based services that enrich, strengthen, and enhance the quality of life for our military families.

Our Vision

Where every military family feels welcome and supported.

General Position Overview

The Information and Referral Assistant position is integral to military families feeling welcome and supported. This position is an entry-level position for those entering the social services field. The Information and Referral Assistant is the first point of contact for military families and plays an essential role in guiding them to the program or service they are seeking. This position will require a thorough understanding of the unique and demanding lifestyle experienced by military families and how these challenges can affect the family. The Information and Referral Assistant is an important bridge between the community and the Trenton MFRC itself and it requires an ability to meet people in a friendly and efficient manner and reply to a variety of inquiries and requests.

Hours of Work

Hours of work are Monday – Friday from 6:30am to 11:30am, for a total of 20 hours per week.

Start Date: To be discussed.

Qualifications and Competencies

The Information and Referral Assistant will have:

- have a post secondary diploma/degree in Human Services or equivalent;
- have a minimum of two (2) years of experience in providing information and referral services;
- have a minimum of two (2) years experience in office administration;
- have an exceptional understanding of the unique military life-style issues facing CAF and Veteran families;
- have a thorough understanding of MFRC, Military and community organizations and resources to appropriately provide referrals to services and supports for CAF and Veteran Families;
- be fluent in oral and written English and French, Bilingualism is considered an asset;
- have a high degree of interpersonal and communication skills;
- have the ability to manage change and work effectively in a multi-disciplinary environment;
- be proficient in various computer applications and have the ability to adapt to new applications as they become available;
- have an approved criminal reference check and vulnerable sector screen;
- Demonstrated understanding of a child care environment.

If interested and qualified, please submit your resume to Kelly Briggs at kelly.b@trentonmfr.ca, no later than January 24, 2024