

JOB POSTING

# **Client Experience Survey – Interviewer**

# **Part-time, Contract (Oct 21- Nov 8, 2024), Multiple positions available**

# **Average 54 hours (18 hours per week), $19.32 per hour**

**About Unison:**

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education™ and a Diabetes Education Program. Unison’s mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison Health and Community Services is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

Unison is currently seeking part-time interviewers/surveyors to help conduct a client survey at five sites.

You must be available to work 54 hours between October 21 – November 8, 2024 (inclusive). The interviewers should be available to work at the following Unison locations (which are all accessible by TTC): Lawrence Heights, Keele-Rogers, Jane-Trethewey, Bathurst-Finch and Oakwood-Vaughan.

# **Job-Specific Responsibilities:**

* Attend a half day orientation and training on October 21, 2024
* Approach clients (onsite, via telephone) and invite them to participate in Unison’s Client Experience Survey
* Provide support to clients in completing the Client Experience Survey
* Compile daily reports as needed
* Provide regular updates on job-specific responsibilities to the Coordinator

# **Qualifications:**

* Excellent interpersonal skills
* Strong verbal and written communication skills
* Courteous and friendly
* Demonstrated ability to take initiative and work independently
* Experience with completing electronic surveys in Microsoft Forms via tablet/cell
* Experience with handling sensitive and confidential information
* Good organizational skills and attention to detail
* Sensitivity to persons of different educational, economic, cultural, racial and other backgrounds
* Ability to communicate in Portuguese, Spanish, or Russian is an asset

Applicants must not be a current Unison client, nor staff/volunteer with a role involving direct attention to clients due to neutrality conflict and the nature of the job.

**Interested candidates are asked to submit a résumé with cover letter by 4:00 p.m., Friday, August 30, 2024, to:**

Hiring Committee – Client Experience Survey Interviewer

Unison Health and Community Services

[hirings@unisonhcs.org](mailto:hirings@unisonhcs.org)

**Please cite UN\_2024\_047 in the subject line of the email.**

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

Please note that due to the volume of applications, only those applicants selected for interviews will be contacted.