



The Children's Aid Society
OF HAMILTON

Serving Hamilton's children and families since 1894.

La Société d'aide à l'enfance
DE HAMILTON

Au service des enfants et des familles de Hamilton depuis 1894.

EMPLOYMENT OPPORTUNITY

The Children's Aid Society of Hamilton was established in 1894 as a not-for-profit charitable organization, mandated under the *Child, Youth and Family Services Act* of Ontario, focusing on the well-being and protection of children. The Society is committed to the strengthening of families, while valuing diversity and promoting equity.

We are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The Society encourages applicants from all qualified individuals.

We are currently seeking a skilled and committed individual to join our team as a:

Community Relations Specialist

Regular Full Time (34 hours per week)

Reporting to the Senior Manager, Communications, the incumbent is responsible for supporting and resourcing client complaints and feedback, helping to demonstrate The Children's Aid Society of Hamilton's commitment to excellent customer service and, as much as possible, ensuring client satisfaction with our services.

Major Responsibilities:

- Proactively identifies and resolves client complaints and receives client feedback
- Responsible for obtaining feedback and liaising with appropriate stakeholders to resolve service issues
- Facilitates resolution of escalated complaints in a timely manner including liaising with internal stakeholders and the Ministry of Children, Community and Social Services Program Supervisor
- Manages informal complaints in accordance with the Agency's policies and procedures and customer service standards
- Coordinates the management of formal complaints for the Internal Complaints Review Panel
- Maintains a tracking system for client complaints. Collaborates with the Legal Department to track complaints that go to the Child and Family Services Review Board or to the Ontario Ombudsman
- Advises on continuous improvement activities to reduce the number of complaints and increase overall customer satisfaction
- In collaboration with the Agency's Part X team, manages the privacy breach protocol; includes communicating with team members and affected individuals and liaising with key internal and external stakeholders, including Senior Leadership, the Information and Privacy Commissioner of Ontario, regulatory Colleges etc.)
- Acts a key point of contact for requests related to statements of disagreements and corrections to files
- Supports the activities of the Communications team as required

Key Qualifications:

- Post-Secondary degree required in a related field (with 1 to 2 years of progressive related experience or an equivalent combination of education and experience)
- Demonstrated knowledge of the child welfare mandate and experience in child welfare.
- Demonstrated skills and experience in complaint management and/or customer service
- Excellent communication and interpersonal skills.
- Demonstrated project management skills including implementation of project/programs
- Demonstrated sensitivity to and awareness of issues related to diversity, equity and inclusion

All employees of the Society are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other.

Interested applicants should submit a current resume to careers@hamiltoncas.com or by **or** Fax: (905) 522-1089, clearly indicating the Job Posting Number (**File #016/20**) by **Wednesday May 20, 2020**.

Applicants that may require accommodation due to disability during the selection process must notify Human Resources when contacted for an interview.