



Job posting for 105 Gibson Centre

About 105 Gibson Centre

Situated at 105 Gibson Drive in Markham, 105 Gibson Centre is a 47,000-square-foot Christian centre. Our mission is to serve the locals and those in need, and to share with them the compassion and hope of Jesus. We provide relevant and diversified social services, such as youth and older adults programs, community education, food bank, cultural and recreational activities. 105 Gibson Centre also partners with various local organizations to provide comprehensive tailor-made services to the community. 105 Gibson Centre opened in Oct 2013 and runs for around 80 hours a week. We have captured 50,000 visits through rental and programs and 7,000 individuals have registered in our programs or services.

We are looking for a candidate for the following post immediately:

Counselling Services Coordinator (Part-time Position, 20 hours a week)

Position Description

105 Gibson Centre is launching Counselling Services in 2020. The Counselling Services is to provide excellence in comprehensive client-centred primary care through counselling provision in a collaborative, sustainable, inter-professional environment. With the new services launching, we are looking for individuals who are passionate about serving the community and can do so with positive attitude. The position reports to the Wellness Services Director.

Primary responsibilities

- Ensure proper, timely and appropriate telephone and personal reception of clients
- Accept payment from clients and issue receipts
- Prepare client's files
- Photocopy agency forms and ensure appropriate supply
- Scan documents and sort incoming emails
- Update client management reports with payment information
- Maintain files in accordance with confidentiality guidelines
- Inform clients of the policies and procedures
- Translation of various documents
- Follow-up on requests and provide information
- Manage room reservations in Client Management software
- Keep the Counselling Services area clean (reception area, waiting room, wellness area, counselling and psychotherapy).

- Ensure that all daily closure procedures and tasks are followed.
- Provide monthly statistic, financial and payment reports to Ministry head and operations manager

Education, Experience, Skills and Abilities and Personal Characteristics

Essential Skills

- Ability to communicate effectively, orally in English and Chinese, and in writing English
- Sense of responsibility and commitment
- Resourceful
- Respect of Confidentiality
- Knowledge of MS Office and Social Media

Knowledge and experience

- A college diploma in administration or customer service or equivalent experience is an asset.
- Previous experience in a confidential health-related environment is also an asset.
- Intermediate computer skills essential
- Strong customer service and communications skills
- Flexibility
- Ability to work independently
- Be able to work in the evenings and weekends as required
- Initiative and organizational skills
- Sound judgment, tact and discretion (confidentiality and confidentiality of all interactions and client files).
- Ability to work under pressure and without interruption.
- Ability to set priorities

Personal Characteristics

- A firm commitment to the vision and mission of 105 Gibson Centre
- Strong values with a growth mindset
- A calming presence
- Entrepreneurial instincts and a desire to “get the job done”
- Self-motivated, willing to take responsibility for actions and work
- A keen desire to serve the community
- Be willing to be trained to communicate with clients with varying levels of anxiety, depression or mental/psychological distress

Interested candidates are asked to submit a detailed resume outlining their qualifications and experience to:

Human Resources
105 Gibson Centre
105 Gibson Drive, Markham, L3R3K7
Email: HR@105gibson.com
Webpage: 105gibson.com

Deadline for applications: Nov 29, 2019

We thank all applicants, however, only those considered for an interview will be contacted.