



P: 204.474.0212  
OR 1.855.437.8523

170 Scott Street  
Winnipeg, MB  
R3L 0L3



### **Job Posting: Information and Intake Coordinator**

*Rainbow Resource Centre nurtures inclusive spaces for the 2SLGBTQ+ community to thrive.*

**Job Title:** Information and Intake Coordinator

**Title of Immediate Supervisor:** Director of Services

#### **Position Mandate:**

Rainbow Resource Centre's 2022 Strategic Plan outlines three key goals – to provide services and resources that respond to identified need, to create space for communities to meet, organize and support people, and to advocate with and on behalf of the 2SLGBTQ+ community.

The Information and Intake Coordinator is the first point of contact for all clients and the general public at the Centre. All client services are provided through the lens of harm reduction and trauma-informed care. The Info and Intake Coordinator works collaboratively with all staff to provide administrative support and day-to-day office administration.

#### **Primary Responsibilities**

- Respond to phone, email, social media and in-person requests for service by providing appropriate information, resources and referrals;
- Following up with client and workshop evaluation forms and related data entry
- Maintain up-to-date knowledge of Centre events, programming and community resources;
- Responsible for administrative office procedures such as reception, mail processing, directing enquires to the appropriate staff person;
- Assist with administrative duties related to Centre events;
- Assist with library maintenance including sign-outs and returns;
- Assist with website and social media updates at the request of the Communications Manger
- Attend relevant professional development;
- Build strong working relationships with community organizations
- Collaborate with other Centre program coordinators on special events and programming;
- Maintain harm-reduction supply inventory and distribute to community members as-needed;
- Attend staff-meetings
- Keep up-to-date statistics on in-person contacts;
- Other related duties as assigned and negotiated with the Director of Services



P: 204.474.0212  
OR 1.855.437.8523

170 Scott Street  
Winnipeg, MB  
R3L 0L3



#### **Education**

High-school diploma and relevant experience working in a client-services setting including non-profit, community organizations and social services. Prior administrative experience is an asset.

#### **Knowledge, Skills and Experience**

- Experience working with the 2SLGBTQ+ community
- Demonstrated understanding of heterosexism, cissexism, and other oppressions and how they impact individuals, families, institutions, and communities
- Knowledge of de-escalation, harm reduction and trauma informed care
- Excellent written and oral communication skills
- Ability to work in a fast-paced environment including prioritizing tasks and multi-tasking
- High level of proficiency in Microsoft Office tools and social media including Facebook and Instagram
- Demonstrated ability to work independently and as a member of a team
- Experience working in a non-profit setting
- Experience working with confidential information
- Fluency in a second language(s) an asset

#### **Working Conditions:**

Working hours are generally Monday to Friday from 9:30am to 5:00pm. This is a unionized position (CUPE 2348). Rainbow Resource Centre offers health, dental, and employee assistance plan benefits.

Salary: \$40,415 to \$45,517 per annum

Rainbow Resource Centre encourages applications from applicants who identify as part of the 2SLGBTQ+ community and also identify as Indigenous, Black, a person of colour and/or a person with disabilities. Rainbow Resource Centre is strongly committed to building a team that reflects the community that we serve. If there are way we can remove barriers to the application process, please let us know and we will work with you to meet your needs.

Please email cover letter and resume to the attention of:

Liana Lutz  
Rainbow Resource Centre  
545 Broadway  
Winnipeg, MB  
R3C 0W3  
[accounting@rainbowresourcecentre.org](mailto:accounting@rainbowresourcecentre.org)

**Closing date: Tuesday, July 30, 4pm**