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Resource Centre - Data Support

The Working Centre is a dynamic community-based organization organized under four key hubs

- Work and Livelihood
- St. John's Kitchen and Outreach
- Housing and Shelter, and
- Community Tools and Enterprise

Projects range from: employment supports and financial problem solving; an integrated response to homelessness and substance use including a community kitchen hub, medical and mental health supports, street and encampment outreach; a growing network of affordable and supportive housing and shelters; community enterprise projects including cafes, a bicycle recycling shop, a computer recycling shop, a housewares and furniture thrift store.

For the past 40+ years, we have been a gathering of people who are working together intentionally and thoughtfully, responding to the work of community building, thinking creatively, involving people in the work, and keeping our work as non-bureaucratic and responsive as we can. As a living systems organization, our practices and approaches have the openness to evolve, depend on cooperation, responsiveness and hospitality, and cultivate the kind of diversity that makes us hold together as a strong web.

JOB SUMMARY

The Resource Centre Data Support role joins the team supporting our Resource Centre where we work to offer hospitality, welcome and practical supports, while also working within the provincial employment services framework. This role helps to enter and analyze data to ensure we are meeting/improving required outcomes; working with our employment team to understand and analyze priorities; supporting the booking of appointments and collecting follow up details. The Employment Data Support Role works to reinforce the ways that data reflects our work, blending hands-on technical skills with a passion for seeing data in holistic ways, holding care for each person and their journey, and working with our teams to develop and reinforce data collection as part of the expression of our work.

SUMMARY OF RESPONSIBILITIES

- Daily entry of data into provincial platforms, ensuring accuracy and consistency.
- Maintain our internal tracking systems, ensuring that all data matches provincial systems.
- Participate in the booking of appointments and referral tracking systems.
- Support problem-solving when issues arise, using a questing and questioning mind to ensure accuracy and context.

- Support data analysis, working with current tools and as necessary, building new ways for summarizing information, detail tracking and reporting.
- Regularly review overall data to understand where we are in relation to our key performance metrics.
- Participate as part of a broader team in problem-solving strategies to meet targets, recognizing that people and their journey are more important than data, but reflecting the details as an important part of maintaining funding.
- Help maintain effective communication within the employment team, ensuring that operational updates, tools, and procedures are understood.
- Receive people with kindness, responsiveness and thoughtfulness, within the culture of The Working Centre, while still holding the disciplines of our data practices. This requires a creative mind – to be able to shift from the particulars of the day-to-day and then open to people’s ideas in a way that encourages active problem solving.

QUALITIES AND QUALIFICATIONS

- Strong ability to interact with and relate to a wide cross-section of people to support others in data collection and use.
- Accurate data entering skills and comfort with various software platforms and data manipulation.
- Ability to learn data metrics quickly and comfortably.
- Knowledge of Microsoft Office data tools including Excel formulas, PowerBI, and Power Automate.
- Strong critical thinking skills, written, and verbal communication; excellent attention to detail.
- Strong organizational and time management skills, able to manage multiple tasks and meet timelines.
- Hard worker who is willing to go the extra mile to meet people and project needs and stay calm under pressure; ability to problem-solve, maintain multiple priorities.
- Ability to welcome other points of view and ideas, recognizing and embracing different and contrary perspectives with kindness, curiosity, and encouragement; we practice the cultivation of diversity in our spaces, keeping ourselves open to the change and strengths that come with this commitment.
- Ability to work well independently as well as to function effectively as a member of a diverse team
- Willingness to learn with us about how to hold our commitment to high quality and meaningful supports.

COMPENSATION AND BENEFITS

We are looking for someone to join our team full time, working Mondays to Fridays from 9am-5pm.

The Working Centre has always held an equal salary policy across the organization, reducing comparisons and hierarchy. This position starts at \$24-\$26/hour. We offer a full benefits package that starts after 3 months of full-time work.

APPLICATION PROCESS

The Working Centre is a dynamic and highly responsive organization. Co-workers come from all walks of life, a variety of cultural backgrounds, and an eclectic mix of age groups. We are constantly learning and

are challenged in our work. Our work is flexible, anchored in key ethical principles, always balancing needs of funders as we work hard to serve growing numbers of people. The work environment is meaningful, respectful and we do good work together.

This work is more than a job – it is about committed community work in a collaborative environment. If you think that this role would make you excited to come to work every day, we'd like to hear from you.

Email your application to working@theworkingcentre.org and include:

- A cover letter explaining your interest in this position, our organization and how your experience and skill would be a good fit.
- Your resume

We thank everyone who applies for this position. We will only reach out to people who we will invite to an interview. We do not use AI in screening applications.