SURVEY ASSISTANT (8-WEEK TEMPORARY POSITION)

ABOUT THE OTTAWA FOOD BANK

The Ottawa Food Bank (Ottawa) is a respected social service agency with a mission to collect and distribute food to its network of agency partners, who in turn serve clients in need throughout the city. Established in 1984 to fight community hunger, the Ottawa Food Bank has been serving the community’s most vulnerable people with respect and dignity, providing healthy, accessible, and sustainable food for all.

POSITION SUMMARY

This year, we will conduct our first Neighbour Survey, collecting data from clients of our 112 member agencies. The Neighbour Survey will allow us to get a current, accurate depiction of our network’s strengths and needs, based on the perceptions and lived experiences of the communities they serve. This will guide our work towards identifying initiatives that will help reduce food insecurity.

As Survey Assistant, you will play an important role in this initiative by encouraging people visiting food programs to respond to the Neighbour Survey. You will help respondents with any questions or concerns they have regarding the survey and will help those who cannot fill out the survey independently.

This is an 8-week temporary position, from March 4 to April 26, 2024. The rate of pay is $21.95/hour. You will work an average of 35 hours of work per week, although weekly hours will vary between a minimum of 21 and a maximum of 44 hours.

MAJOR RESPONSIBILITIES

• Encourage participation in the Neighbour Survey by visiting Ottawa Food Bank member agency food programs in person to share information about the opportunity to participate.
• Assist people visiting food programs to complete the Neighbour Survey using a portable electronic device (tablet or laptop) and/or direct people to the QR code/link to complete the survey independently online.
• Respond to basic questions about the Neighbour Survey project, referring more complex questions or concerns to the Neighbour Survey project team.
• Ask Neighbour Survey questions to those requesting assistance in a culturally sensitive, trauma-informed manner.
• Record participant responses to Neighbour Survey questions in SurveyMonkey in real time.
• Distribute gift cards to survey respondents and track gift card distribution in accordance with guidelines developed by the Neighbour Survey project team and Ottawa Food Bank cash-handling guidelines and tracking requirements for gift cards.
• Ensure that all data captured is kept physically secure.
• Maintain the confidentiality and privacy of survey respondents.
KNOWLEDGE AND COMPETENCIES

- Knowledge of data collection methodologies, both theoretical and practical, is an asset.
- Strong interpersonal skills with the ability to apply cultural sensitivity and a trauma-informed lens to interactions with community members and data collection practices.
- High level of reliability and ability to work a flexible schedule. Some evening and weekend work may be required.
- Ability to work collaboratively in a team environment.
- Proficiency in Microsoft Office and other data collection tools (SurveyMonkey).

EDUCATION AND EXPERIENCE

- Previous experience in primary data collection or survey administration is an asset.
- Previous community experience including direct interactions with people experiencing diverse barriers is an asset.
- Personal and/or professional experience in inclusivity, diversity, equity, and accessibility issues an asset.
- Training in cultural sensitivity, trauma, de-escalation and/or conflict resolution is an asset.
- Certification or education related to data collection or is community work an asset.

RESPONSIBILITY FOR CONTACTS

The incumbent will be representing the Ottawa Food Bank to members of the public and to people who access food programs. They are an ambassador for the organization to member agencies who will be hosting the Survey Assistant at their locations.

Interactions with Ottawa Food Bank staff will primarily be with peers on the Neighbour Survey project team and may include interactions with members of the OFB leadership team.

Interactions with survey respondents may be challenging as some community members may not feel safe or comfortable responding to questions posed by the Neighbour Survey. The incumbent will need to be sensitive to diverse needs and adapt to different circumstances to use a trauma-informed, culturally appropriate approach, prioritizing the comfort and safety of survey respondents.

PROBLEM SOLVING

Due to the sensitive nature of the tasks being executed by the Survey Assistant, there is potential for conflict or escalation. The incumbent will be encouraged to defer to their supervisor in any escalating situation.
SUPERVISION
This position has no direct reports.

CONSEQUENCE OF ERRORS
Errors could result in damage to the reputation of the Ottawa Food Bank with our network of member agencies and the community at large.
Errors impacting the quality of data being collected could result in the inability to make appropriate data-informed decisions.

WORKING ENVIRONMENT AND TRAVEL
The incumbent will primarily be working on site at various independently run food programs throughout Ottawa. Travel will be within the boundaries of the City of Ottawa, with the possible exception of two rural locations in Eastern Ontario.
Some work will take place in the office environment at the Ottawa Food Bank’s 2001 Bantree Street location.
The physical environment at each location will vary, and the incumbent may be asked to work outdoors on occasion.
The incumbent may be exposed to food odours and/or environmental and food allergens.
Working hours for this position will be varied, with some evening and weekend work required.
Access to a vehicle and a valid G driver’s license are required to facilitate regular travel throughout the City of Ottawa. Travel is reimbursed at a rate of $0.70/km and parking expenses will be reimbursed in full.

PHYSICAL AND MENTAL REQUIREMENTS
This position requires standing and/or sitting for long periods of time. Some work locations are not fully accessible and may require climbing stairs.
This position requires frequent social interactions with diverse populations. Attention to detail and the ability to perform repetitive tasks accurately is required.

LANGUAGE REQUIREMENTS
• Proficiency in English and French (spoken, reading and written) is required.
• Proficiency in any additional languages a strong asset, particularly Arabic and Chinese languages.
HOW TO APPLY

Please apply through our careers page at https://theottawafoodbank.bamboohr.com/careers/79. In your cover letter please tell us what makes you an ideal candidate for this position and why you want to join the Ottawa Food Bank.

We believe in diverse perspectives and unique experiences, and we welcome applicants from different paths and backgrounds. If you're passionate about this position but don't meet every qualification, we encourage you to still apply! Candidates who would like to contribute their expertise as someone who identifies as having lived/living experience of food insecurity are encouraged to self-identify in their cover letter.

At the heart of our values, the Ottawa Food Bank is committed to fostering diversity and inclusivity in our workforce. We actively encourage applications from individuals of all backgrounds, including those with disabilities, and members of the 2SLGBTQI+ and BIPOC communities.

In our commitment to accessibility, the Ottawa Food Bank provides accommodations for persons with disabilities throughout the entire recruitment process. If you require accommodation, please inform your recruiter, and we will ensure that your needs are met.