



COMMUNITY MATTERS TORONTO

NAME:

DATE:

CMT Community Assistant Level 1 SKILLS	Rating 1-7 Fair- Excellent	
	Pre	Post
About Community Matters: I can		
Define Community Matter’s approach and its programs		
Define Community Matter’s mission, programs, policies, and procedures		
Assist with Community Matters programs		
Participate in a Circle Meeting		
Define and achieve my CMT Goal(s)		
Work Related Skills: I can:		
Represent CMT effectively: On the phone, taking messages		
Maintain computer files and records of work activities and can retrieve these data		
Operate standard office equipment		
Develop displays for bulletin boards, walls and other areas		
Source and obtain needed materials and supplies		
Operate a personal computer and standard word processing software package		
Prioritize, plans and manage workload to make best use of time		
Perform a variety of duties, changing from one task to another of a different nature without loss of efficiency or composure		
Consistently follow sanitation procedures		
Use proper safety procedures for children		
Cultural Integration: I can		
Define how my cultural background may affect responses to different cultures		
Establish positive working relationships with people from different cultural backgrounds		
Active Listening and engagement I can		
Define how to keep information confidential and anonymous		
Welcome people and I have ability to clear my mind and make the person feel as though he/she has all of my attention		
Create a safe, calm and quiet space		
Work to understand the core questions/concerns the person has on his/her mind.		
Am able to listen closely to the person and what they as asking for, without prejudice or judgement		
Help the person to find and act on their own solutions.		

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Community Awareness I can Describe and know how to use neighbourhood and resources in St JT and immediate are		
Describe and know how to use neighbourhood and local resources in St JT and immediate area		
Describe and know how to use local resources and services in St JT and immediate area		
Use the CMT website and show others		
Participate in Community Outreach activity		
Developing Social Networks I can Describe the individual/family personal networks, their assets		
Perform outreach efforts and activities to include the majority of cultural groups in St. James Town		
Drop in and Support I can Maintain appropriate records needed for drop in and providing information		
Maintain Registration forms and Participants' records		
Informs a person about 211 and/or call 211 to ask for specific information about community resources on behalf of a person		
Take parents and children or individuals to appointment and follows up when needed		
Know and explain CMT's approach: Neighbours helping Neighbours		
Work with other CAs to find out community leaders and networks for different cultural groups		
Maintain the bulletin board on the Front door with CMT flyers		
Use the Drop in database to record every person that comes and receives assistance.		
Add new information to that person's file if they come back with similar and other issues		
Access CMT flyers on the computer and print them off when needed		
Maintain the supply of flyers when they run out.		
Follow up for those who have CMT programs, using follow up and registration form		
Follow up for drop in, using the drop in format		
Check with Margaret immediately If there is a question of child abuse, physical or mental abuse where an adult is concerned, or dangerousness to self or others,		
Define how to keep information confidential and anonymous		
Encourage the person to contact resources directly, practices these self-promotion skills with them and assist them to learn how to act on their own behalf		
On Going Learning: I can		



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Make an action plan detailing learning goals and methods about work related skills		
Identify my growth areas relating to CMT competencies, develop priorities, and methods and training opportunities knowledge from staff training to their own plans		
Identify my support and feedback needs		

September 1, 2013

CMT Tutoring Certificate

Skills and Curriculum