



HARD FEELINGS MENTAL HEALTH  
hardfeelings.org / @hardfeelingsto

**Position title:** Retail & Event Associate

**Wage:** \$18/hour - 35 hours/week

**Start date:** July 4th 2023 (8 week contract)

This position is funded through Canada Summer Jobs. To be eligible, you must be:

- Between the ages of 18 – 30
- Legally entitled to work in Canada

### THE POSITION

Hard Feelings is an innovative non-profit organization based in Toronto. We support a community of mental health professionals who offer low-cost counselling and mental health supports. Our shop offers curated products and resources that support stronger mental health.

### Key Responsibilities

Describe overview. List specifics.

1. Event (50%)
  - Co-design and organize our fourth Mental Health Pop-Up Market, to be held September 9, 2023
  - Liaise with vendors and respond to inquiries about participation in the event
  - Source, screen and select local vendors for the pop-up market
  - Liaise with community to promote event and respond to inquiries about attendance, and other public inquiries
  - Secure and organize physical space for the event
  - Develop a detailed plan for roll out that includes oversight for the event day
  - Design, create, ad distribute promotional materials for the event
  - Contribute insights and data to be included in a final report/evaluation
2. Retail (50%)
  - Welcome and support customers in our storefront
  - Assist them in finding products in our store, and resources through our community of practice
  - Maintain product displays and merchandising
  - Open and close store on assigned days
  - Fulfill in-person orders through POS (Shopify)
  - Communicate with customers about inquiries and orders
  - Respond to public inquiries about Hard Feelings
  - Maintain a clean and safe working environment, adhering to COVID-19 safety protocols

## Qualifications

- Experience in event planning and coordination
- Strong interpersonal and communication skills
- Ability to design and create promotional materials using Canva
- Experience supporting customers in a retail environment
- Interest in and knowledge of mental health books and resources
- Understanding of the diversity of communities we serve
- Weekend and evening work may be required
- Some light lifting and cleaning will be required
- Other duties as assigned

**Please Note:** This role requires the successful candidate to be **in-person** in our storefront, located at 353 Church Street. Proof of vaccination (two doses) against COVID-19 is required.

## APPLICATION PROCESS

Submit a resume and cover letter to Taima Humbert at [taima@hardfeelings.org](mailto:taima@hardfeelings.org)

**Deadline** for applications is **June 2nd**. Applications will be considered as they are received, until the deadline.

As an employer, Hard Feelings Mental Health is committed to building and sustaining an equitable and inclusive working environment. We encourage and actively seek applications from Indigenous, Black, racialized people, visible minorities, 2SLGBTQIA+ persons, all genders, and persons with disabilities. Requests for accommodation due to disability can be made at any stage in the recruitment process.

*NOTE: To avoid dual relationships in our community of practice, there are some positions that may not be open to former clients of current counsellors or counsellors on leave. If you have questions about this or whether this applies to you, please reach out to Kate Scowen at [kate@hardfeelings.org](mailto:kate@hardfeelings.org). If you disclose being a previous client, we will aim to maintain confidentiality and respect for your privacy.*

We thank all applicants for their interest but only those selected for further consideration will be contacted. **Please do not call regarding this position.**