

BLUEDOOR

Title: Client Services Coordinator, Social Enterprise

Job Status: Full Time, Permanent

Hours of Work: 40 Hours/Week

Job Region: All Blue Door Locations (Newmarket Office and Remote)

Salary: \$50,000-55,000

Construct operates as a link to Employment Social Enterprises within Blue Door that fosters a labour market attachment for individuals facing barriers around employment in York Region. Construct provides training, supportive employment opportunities, case management, wrap-around supports, and assisting participants to gaining an apprenticeship and/or employment in the construction trades.

Job Summary

Reporting to the Senior Manager, Social Enterprise, the Client Services Coordinator, Social Enterprise will be responsible for the day-to-day social components of the program. This includes providing 1:1 support to address the needs of Construct Trainees, developing employment goals/outcomes and performance tracking. The applicant must be willing to address issues head on and actively seek ways to support program participants. This person must be a team player – participating in team meetings, providing new ideas on how to enhance and improve the program, as well as being flexible in completing various tasks as needed with a consistency and within the values, goals and mission of the organization.

Responsibilities

- Be the social arm of the program, providing mental health support, daily check-ins, coaching, and assisting in ensuring the health and safety of every individual in the program.
- Conduct one-on-one check ins with program trainees to ensure engagement and success within the program.
- Facilitate informal counselling to promote independence and build healthy partnerships for success.
- Coordinate with Manager, Training and Employment, Social Enterprise and support staff to ensure participants are well supported throughout the program and beyond.
- Support individuals with career planning, employment searches, and employment skill development.
- Coordinate with program partners to secure employment opportunities for participants.
- Develop a roster of private employment partners to create a direct employment pipeline for graduates.
- Engage past program graduates to maintain a sense of community within the Construct Program.
- Work closely alongside the on-site staff to address any underlying issues including conflict resolution and culture.

- Utilize effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Work with support staff in connecting participants with existing community supports and services as needed.
- Examine new opportunities helping the program grow and continue to build out the resources and supports offered to program participants.
- Support clients to navigate community supports and services.
- Other duties as assigned

Respect and Professionalism

- Maintain professionalism in the workplace.
- Work cooperatively alongside and support all Blue Door team members and departments.
- Adherence to the mission, vision, policies and procedures of the agency.
- Able and willing to promote harm reduction practices in accordance with core standards.
- Attend internal staff meetings and staff training as required.
- Maintain the confidentiality of all client and agency information.
- Utilize effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Foster positive and appropriate relationships with clients, colleagues, community partners and volunteers.
- Provide referrals and follow-up as necessary.
- Meets with manager on a regular basis and participates in completion of annual performance evaluation.

Occupational Health & Safety

- All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others.
- All employees shall learn and understand health and safety policies and procedures and will comply with them.
- All employees must be able and willing to work within all programs and with flexible schedules

Qualifications

- Minimum Bachelor of Social Work Degree or equivalent combination of Bachelor level education and experience.
- 1-2 years work experience in a social service field.
- Knowledge of community resources available in York/Durham Region and surrounding areas.
- Excellent communication (oral and written), time management, problem solving, and organizational skills.
- Demonstrated computer literacy including Microsoft Office, and digital marketing platforms.
- Experience with learning management systems (Learn Dash) and social media an asset.
- Clear Vulnerable Sector Screening police check required.
- Valid Driver's license, reliable vehicle, and insurance.

Blue Door is committed to the development of a staff and leadership team that reflects the incredible diversity of the communities we serve. We promote the principles of intersectional anti-racism and anti-oppression and adhere to the tenets of the Ontario Human Rights Code. We both welcome and encourage applications from members of groups with historical and/or current barriers to access and equity, including Indigenous, Black and racialized people, members of 2SLGBTQIA+ communities, people with disabilities, and people with lived experience of homeless. Blue Door is a unionized work environment.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Blue Doors AODA Policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

All applications will be reviewed as received, and interviews will begin for qualified candidates as soon as possible. The position may be filled before this job posting ends. Only candidates selected for an interview will be contacted. Please submit a cover letter and resume to hr@bluedoor.ca