

BLUEDOOR

Position: Program Support Coordinator

Job Status: Full Time, Permanent (Hybrid)

Hours of Work: 40 Hours/Week

Salary: \$50,000-\$55,000

Construct is an Employment Social Enterprises within Blue Door that fosters a labour market attachment for individuals facing barriers around employment in York, Durham, and Peel Region. Construct provides training, supportive employment opportunities, wrap-round supports, and assisting participants to gain an apprenticeship and/or employment in the construction trades.

Blue Door is a not-for-profit registered charitable agency governed by a volunteer Board of Directors. We have been an integral part of our community providing essential emergency shelter services since 1982. Blue Door's mission is to support people who are at risk of or experiencing homelessness to attain and retain affordable housing.

Job Summary:

Reporting to the Manager, Training and Employment, the Program Support Coordinator will be responsible for supporting the day-to-day social components of the program. This includes facilitating participant training, performance tracking, check-ins with participants, program and partnership outreach, and supporting participants with securing employment opportunities. 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:

- Provide leadership through establishing and maintaining effective working relationships with all partners of the organization.
- Work closely with the Training Coordinators to provide virtual and in-person training to all program participants in a classroom environment.
- Work closely with the Client Service Coordinators to provide wraparound support, coaching, and mentoring to participants from intake through graduation.
- Coordinate with Manager, Training and Employment 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, and coordinate with program partners to secure employment opportunities for participants.
- Engage past program graduates to maintain a sense of community within the Construct program and oversee mentorship opportunities.

- Provide assistance in mental health support, daily check-ins, coaching, and assisting in ensuring the health and safety of every individual in the program.
- Connect participants with existing community support and services as needed.
- Examine new opportunities helping the program grow and continue to build out the resources and support offered to program participants.
- Be well organized, including maintaining a detailed log of all interactions, attendance tracking, completing performance reviews, and expectation setting.
- Participating in presentations to community partners/outreach to present the Construct program as well as attend job fairs/trades shows etc.
- Provide regular reports.
- Other duties as assigned.

Respect and Professionalism

- Maintain professionalism in the workplace.
- Working cooperatively alongside and supporting 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.
- Utilizes effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Fosters positive and appropriate relationships with clients, colleagues, community partners and volunteers.
- Provides 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.

Qualifications:

- Minimum Bachelor of Social Work Degree or equivalent combination of Bachelor level education and experience (preferred)
- Minimum of 1-2 years' work experience in a social service field (preferred).
- Knowledge of community resources available in York, Durham and Peel Region and surrounding areas.
- Skilled in providing leadership and direction to individuals and teams.
- Excellent verbal and written communication skills.
- Strong ability to solve problems in conflict and/or crisis situations.
- Knowledge, understanding and promotion of anti-oppressive practices.
- Experience working with vulnerable populations.
- Excellent organizational and time management skills.

- Demonstrated computer literacy including Microsoft Office.
- CPR and First Aid Certified.
- Crisis prevention training would be an asset.
- Clear Vulnerable Sector Screening police check required.
- Valid Driver's license, reliable vehicle and insurance to travel for work.
- Must be able and willing to work with a flexible schedule.
- Must be willing to travel between York, Peel, and Durham Region.

Blue Door is committed to the development of 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 2SLGBTQI+ communities, people with disabilities, and people with lived experience of homelessness. 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