

BLUEDOOR

Title: Client Services Coordinator

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 is an Employment Social Enterprises within Blue Door that fosters a labor 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, the Client Services Coordinator, 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 participants, 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 participants to identify barriers, ensure engagement, and success within the program.
- Facilitate informal counselling and well-being workshops to promote independence and build healthy partnerships for success.
- Led participant recruitment into the program, including screening applications, managing waitlists, conducting interviews, and completing participant intakes.
- 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.
- 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 support offered to program participants.
- Support clients navigate community support 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 managers 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 is available in York, Durham and Peel 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 as 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 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