



## **COORDINATOR**

1 Full Time Permanent Position  
INTERNAL/EXTERNAL POSTING

**DATE:** September 2<sup>nd</sup>, 2022

**LOCATION:** Toronto, ON - Pelham Park Gardens

**COMPENSATION:** \$53,949- \$69,356 Annually Prorated

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving approximately 10,000 annually and providing 1,733 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind.

LOFT stands for Leap of Faith Together. Our employees have an opportunity to take calculated risks and lead the way in the creation, implementation and evaluation of system wide solutions. We work hard. We care passionately. We celebrate. Our staff are the key to our success. LOFT is recognized as a Nonprofit Employer of Choice™ Award (NEOC) recipient and we believe that our LOFTy culture is at the core of everything we do.

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To help fulfill its mission, LOFT is hiring a **Coordinator**.

### **JOB SUMMARY:**

To provide team leadership in the overall service delivery and day-to-day operations of the Service. To provide a range of assistance and support in facilitating optimal client care. A key component of the position will be the building of a support network of community resources, especially supportive housing providers, which will empower the individual and increase their independence, dignity and self-respect in a secure community environment thus allowing them to move on to live in the community with appropriate supports. This position will include both individual and group work.

### **KEY RESPONSIBILITIES:**

- In conjunction with the Program Manager, the position facilitates the operation by:
- Overseeing all aspects of the site management of the Service. This includes managing all health and safety requirements and general maintenance and security.

- Promoting the personal empowerment of each client by assisting in creating a program and programming that builds a rapport through coaching, mentoring and support, enabling each to meet the daily requirements of their living environment; advocating on their behalf in navigating the social services and health care systems to ensure accessibility and availability of services; mediating issues or conflicts between clients, or residents and neighbours, teaching conflict resolution; following-up on issues with clients to ensure resolution;
- Providing direction and support to staff involved in direct service delivery; scheduling staff, assigning duties, assisting in the selection, orientation, training and performance management of staff; assisting with recruiting and hiring; developing and implementing operating procedures for the site and ensuring compliance with established standards; maintaining a general awareness of the daily activities and client issues and identifying staffing issues;
- Monitoring the operations of the site and ensuring compliance with property standards and fire codes; ensure the program is following health and safety standards; co-ordinating the acquisition, use and maintenance of furniture, supplies and equipment, contacting appropriate source for repairs; maintaining accurate records and files on the provision of service to residents/clients, ensuring that incident reports have been completed and processed; maintaining the petty cash;
- Participating in the regular service planning processes which includes preparing the service plan, operating plan, client satisfaction feedback process, quality improvement and other research activities; identifying gaps in service and recommending solutions, participating in meetings, planning and evaluation initiatives, committees, events and activities; compiling program evaluation reports and statistical information, inputting as required;
- Organizing and participating in client meetings or other group activities which promote the well-being of the residents and the smooth operation of the service; providing other related assistance as required.

**\*Note:** All LOFT employees are required to be fully COVID-19 vaccinated as a condition of hire in accordance with LOFT's Vaccination Policy. A satisfactory vulnerable sector check (VSC) is also required. \* Staff will be required to work in residents' rooms/apartment units and may therefore be exposed to secondhand smoke

## **QUALIFICATIONS:**

- The position requires an excellent understanding of harm reduction and psychosocial rehabilitation principles as acquired through a post-secondary degree/diploma in human services, coupled with at least five years of experience providing community support services to the client population in order to provide team leadership in the application of the theories to practical settings.

- Knowledge is required of the issues faced by adults with special needs and of a marginalised client group which can include addictions, cognitive impairments, HIV/AIDS.
- Experience in program development, planning and evaluation.
- An understanding is also required of the therapeutic relationship with an ability to negotiate with clients on goals and priorities.
- Excellent interpersonal, communication and counselling skills are required to provide team leadership and support and to engage the clients in some highly personal areas.
- Advocacy skills with knowledge of local community agencies and other professional services available for the client group and an ability to establish effective relationships with service providers, residents' families and friends.
- Good intake assessment, crisis intervention, advocacy and problem solving skills.
- Computer literacy sufficient to produce and maintain files, records or statistical information.
- Experience in conducting meetings or facilitating groups, good analytical, time management, and organisational skills to co-ordinate and follow-up on issues or activities with clients.
- Required to be on after-hours on call, on a rotating schedule.
- Reflective of a multi-barriered group, as serviced by the program, a strong asset.

**TO APPLY:** Send resume with cover letter to Human Resources, **Email:** [hr@loftcs.org](mailto:hr@loftcs.org)

LOFT Community Services is committed to fostering an inclusive and accessible environment and dedicated to building a workforce that reflects the diversity of the community in which we live and serve. LOFT is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting [hr@loftcs.org](mailto:hr@loftcs.org) or (416) 979-1994.

**We welcome and encourage people from equity-deserving communities and intersecting identities to apply for this position.**

**PLEASE INCLUDE: "Coordinator –Pelham" IN THE SUBJECT LINE OF ANY EMAILS.**

**CLOSING DATE:** September 16<sup>th</sup>, 2022.