

EMPLOYMENT OPPORTUNITY

Coordinator, Special Initiatives

Full-Time, Permanent Overnight

We're looking for people who are passionate about their communities and care about connecting people to the help that they need, when they need it. We are looking for an experienced and hands-on leader to join our dynamic, multi-disciplinary and agile team! As the successful candidate, you are a natural communicator, self-starter and great team player who wants to make a difference in the lives of others.

THE OPPORTUNITY

The Coordinator, Special Initiatives position provides an opportunity to address real and systemic barriers to services that may be amplified by poverty, inequity and intersecting personal identities. The position builds equity and inclusion in our communities through overall leadership, management and coordination of day-to-day activities of 211 and various specialty lines.

This is a fast paced and outcomes oriented position that requires an ability to problem solve, adapt, respond and learn to deliver client centered, intercultural and trauma informed services across Findhelp|211 Central.

This position will help to provide service navigation for our inquiry services and support special initiatives and the management team of Inquiry Services with the departmental and agency operations, including supporting the front line Community Resource Navigators with: coaching, mentoring, training, and the day-to-day responsibilities when they are answering the various services.

You'll be a member of a dynamic team that welcomes new opportunities which makes a difference to the communities we serve and furthers our vision – People Connected. Communities Strengthened.

WHO WE ARE

At Findhelp | 211 Central, we connect individuals and families with information and referral to the complete range of government, health, community and social services in their communities and help them navigate the complexities of the human services system, quickly and easily. Motivated by our mission to create connections and solutions to build strong communities, we're constantly innovating to keep up with the changing needs of our communities and to ensure that everyone has access to the supports they need.

Findhelp|211 Central recognizes that certain groups of people experience disproportionate barriers to economic, employment and health opportunities which may be amplified due to intersectional personal identities. We are committed to improving accessibility to human and social services through ongoing and new initiatives, partnerships and approaches.

We're proud of our people and culture and we're constantly changing and innovating to do better! Our workplace is focused on balance, equity, engagement and a healthy environment. We pride ourselves on being an employer of choice and we do the work to make that happen. You'll be engaged and supported to learn and grow your career and you'll make a difference in people's lives across Canada.

RESPONSIBILITIES

- Collaborate with the management team in supporting strategic communications, planning and implementation for all of the services in the contact centre
- Assists with coordinating and analyzing department statistics, and preparing regular and ad hoc reports to meet funder, partner, and stakeholders requirements
- Supporting the front line Community Resource Navigators with: coaching, mentoring, training, and day-to-day responsibilities
- Identify, build and support new and existing relationships with relevant organizations and community leaders in the non-profit sector
- Assists with department team meetings, planning, scheduling, and administration duties
- All regular responsibilities of a Community Resource Navigator
- Receive incoming calls on the Toronto Community Crisis Service and initiate the appropriate mental health crisis response
- Receive incoming calls on the lines operated by Findhelp from the public
- Initiate the required mental health response, dispatch CCT to appropriate zone, or supply the caller with the appropriate mental health referral information
- Operate various computerized communication consoles and associated equipment to receive, assess, and relay information from police personnel and the public to community crisis teams in a professional, courteous, accurate, and efficient manner
- Maintain radio contact with our Anchor agencies, identify any technical or communication issues that arise and take appropriate action
- Organize and prioritize numerous calls for mental health crisis response
- Accountable for Service Delivery of Toronto Community Crisis Service

Commitment - This position requires a commitment to working overnight shifts – including weekdays, weekends, and public holidays, and one day shift per month in a repeating four-week schedule - according to the needs of the agency's 24/7 Inquiry Services department. **Work hours are primarily 9:00 pm to 7:00 am or 9:45 pm to 7:45 am.**

REQUIRED SKILLS & EXPERIENCE

SKILLS:

- Demonstrated knowledge of the social inequities and challenges to accessing social services of equity seeking and Indigenous communities and commitment to principles of anti-oppression
- Problem solving (able to make independent service decisions)
- Collaboration and teamwork. You enjoy working both independently and as a member of a dynamic team on new and existing services, and special projects
- Current knowledge of best practices in trauma informed mental health (e.g. crisis de-escalation, risk assessment, anti-racism, gender based violence, suicide prevention, harm reduction)
- Proficiency in another language in addition to English is an asset
- Excellent communication skills on the phone, by chat/text, email, and in person, and are comfortable speaking to and supporting callers and peers with diverse backgrounds
- Strong knowledge of the social service sector
- Proficient with computer skills, cloud and technical/troubleshooting skills
- Creative thinking and ability to problem-solve under pressure
- Ability to “self-reflect” as equity work requires us to reflect on our own sources of power and privilege and how that impacts the ways in which we approach our work
- Appreciation of constructive feedback and have a desire to constantly grow and develop professionally
- Advance multitasking skills and ability to stay organized with many competing priorities.
- Positive, energetic and collaborative attitude
- Degree or diploma in Social Services, Social Work (BSW preferred), Psychology, or other related field
- A minimum of two year’s experience (paid or volunteer) in the social services sector

EXPERIENCE:

- Demonstrated experience in applying equity and anti-oppression principles in: mentoring, coaching and leading others
- Advance coaching and training skills, and are able to provide constructive feedback to others
- Strong preference for candidates with lived experience as a Black, Indigenous, and/or other racialized person, a person with disabilities, or an 2SLGBTQIA+ person who can acknowledge and speak to the impact of interpersonal, institutional, systemic racism and oppression

- Demonstrated recognition and allyship of the lived experiences of various communities and intersectionalities, particularly persons with disabilities and racialized communities, women, 2SLGBTQIA+ and marginalized religious communities
- Strong teamwork skills, including demonstrated ability to interact, lead and participate in decision making that respects people with a diversity of backgrounds, experiences and styles, while working collegially with a high degree of tact and diplomacy

If you meet the position requirements outlined above, we would love to hear from you!

SALARY & BENEFITS

This Full-Time position consists of 140 hours of work in a four-week period. Hourly rate is \$33.85 plus an excellent benefits package including: pension plan, health and dental group insurance, long term disability insurance, life insurance, 4 weeks paid vacation annually (to start), and other allowances such as shift premiums, as noted in the collective agreement.

APPLICATION PROCEDURE

Applicants will be reviewed as received until suitable candidates are found. Along with your resume, please provide a cover letter with a description telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to:

Cristina Umana, HR and Administration Manager
Email: job@findhelp.ca | Fax: 416-392-4404

Additional Information: This position is part of CUPE Local 3173.

Findhelp|211 Central believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity seeking groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity seeking groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people, and people with disabilities.

If you require accommodation at any stage during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation. Contact HR at job@findhelp.ca

We thank all applicants and will contact the individuals selected for an interview. No phone calls or emails please.