

THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Job Title:	Community Connect Coordinator
Status:	Union
Classification:	Program Coordinator 2
Grid Level:	14, JJEP Wage Grid
Work Site:	Connect
Reports to:	Reporting directly to the Executive Director

Summary:

Works collaboratively with the Executive Director to develop existing and new community Connect programs. Supervises volunteers and provides support and leadership to Community Facilitator staff. The Community Connect Coordinator is responsible for Coordinating programming to connect marginalized community members with one another, with social networks and with community resources.

The primary mandate of this role is to assist in reducing homelessness by providing support and resources to clients which may assist them in obtaining and/or maintaining housing. The worker works from a feminist perspective and within an anti-oppressive framework.

KEY DUTIES AND RESPONSIBILITIES:

A. Program Development/Coordination

- Provides regular program supervision to advocate for and support Community Facilitator staff, the promotion of programs, program delivery, the recording of statistics, reporting, debriefing and problem solving as required.
- Fosters teamwork and communication between Community Connect and other CVTS programs to facilitate best practices in program delivery.
- In collaboration with community facilitator staff, initiates, promotes and maintains professional relationships with referring/collaborating agencies including increasing their awareness of the Community Connect programs as resources for the community members with whom they work.
- Participates in the recruitment and selection of program staff as required.
- Participates in annual program reviews.
- Participates in yearly and end of probationary staff performance appraisals.
- Works as a team member in providing facilitation for the Community Connect program including but not limited to drop-in programs, groups and outreach.
- In consultation with program staff, updates/drafts program specific policies and procedures.
- Explores opportunities for new program expansion or enhancement of existing programs and provides recommendations.
- Fosters relationships with community partners through participation on relevant committees and events in conjunction with the Executive Director.
- Collaborates with the Executive Director on researching funding opportunities, proposal writing and funding applications for new programs and short-term projects; also tracking and responding to funders' reporting requirements.
- Co-ordinates and facilitates the implementation and delivery of new programs or

projects.

- Provides education, training and presentations to community partners.

B. Other:

- Participates in the evening and weekend “emergency on-call” rotation for Lilli House and Amethyst House as required.
- Attends other community meetings as required.
- Determines the need for and coordinates the orientation and training for downtown office practicum students.
- Performs other duties as required.

QUALIFICATIONS:

A. Education, Training and Experience:

- Diploma in related human/social services field or equivalent combination of education and experience.
- Three years direct client service delivery experience, including one year supervisory or coordination experience preferably in a feminist-based delivery model.
- Experience working in community settings.

B. Job Skills and Abilities:

- Ability to apply a high degree of discretion in establishing supportive, trusting relationships with clients, while maintaining appropriate boundaries.
- Knowledge of current social issues such as poverty, homelessness, mental illness, addictions, domestic violence, child protection, health etc.
- Demonstrated skills in crisis intervention, conflict resolution, mediation, de-escalating potentially violent situations and safety planning.
- Knowledge of community resources such as community programs, the justice system, health services, child welfare system and other related statutes.
- Proficiency in basic computer skills.
- Understanding of and practices a trauma informed care response with clients.
- Solid understanding of human services ethics with regard to confidentiality
- Ability to work both independently and within multi-disciplinary teams.
- Excellent oral and written communication skills for report writing, completing applications and supporting documents.
- Skilled in program facilitation, coordination and development.
- Ability to provide support and leadership within agency and community working from a feminist perspective.
- Superior interpersonal skills, written and oral communication skills, team building and facilitation skills.
- In-depth understanding of the dynamics of homelessness.
- Demonstrates cultural humility and an ability to engage and maintain supportive relationships with cultural communities/groups.

C. Other

- A full and valid class 5 BC driver's license and access to safe, reliable transportation
- Successful Criminal Record Check.
- Valid Occupational First Aid, Level 1 certification and CPR
- FoodSafe certification
- VAT training is preferred.