

Clothing Program Team Leader

Position:	30 hours per week
Hours:	Permanent full-time
Accountability:	To Volunteer Services Coordinator

The CRC is an innovative, collaborative mid-sized multiservice poverty relief and life skills development agency operating in Regent Park since 1964. Our custom-built facility erected in 2012 headquarters a suite of services including 87 affordable rental units; our Regent Park Community Food Centre, bolstering food security through the provision of 65,000+ meals annually, support of 187 community gardens, and year-round food skills workshops; and a 5000-square-foot drop-in centre that provides a climate-controlled respite space, life skills workshops, and a Clothing Room with complementary shower and laundry services.

We are seeking a dynamic **Clothing Program Team Leader** to help lead the development of our Clothing Room as a go-to source for quality new and gently used adult attire in Regent Park and as a retail apparel-sector internship and employment skills development space.

Major Responsibilities

1. Oversee CRC's Clothing Room and complementary shower and laundry services
 2. Manage Clothing Room staff, interns and volunteers
 3. Participate as a member of the CRC staff team and pitch in where needed
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- 1. Oversee CRC's Clothing Room and complementary shower and laundry services**
 - Provide leadership to develop, implement, and monitor Clothing Room programming with a focus on exemplary direct service delivery and impactful retail apparel-sector employment skills development support
 - Work with CRC Volunteer Services Coordinator to develop robust internship program from intake through graduation
 - Ensure consistent cleaning, maintenance, and adequate program supplies for Clothing Room and shower and laundry areas
 - Coordinate outreach to prospective clothing donors as well as professional intake and processing of clothing donations and foster positive relations with donors
 - Supervise client appointment scheduling and customer service
 - Collect data on Clothing Room traffic, use, and inventory control
 - Ensure Clothing Room operation is consistently in keeping with CRC's culture of human-centred service, community empowerment, inclusivity, and anti-oppression.
 - 2. Manage Clothing Room staff, interns and volunteers**
 - Oversee staff, intern and volunteer scheduling
 - Assign work to ensure consistently excellent program delivery
 - Work with interns to draft custom workplans and monitor progress against workplans
 - Work with volunteers to ensure an optimal volunteer experience
 - Manage Clothing Room personnel in keeping with CRC's HR policies and collective agreement

3. Participate as a member of the CRC staff team and pitch in where needed

- Attend staff team meetings, training, agency functions as needed
- Assist as needed with general operations and community engagement at CRC's 40 Oaks facility
- Role model professional behavior and positive communication with participants, volunteers and partners
- Promote culture of health and safety within our space
- Represent CRC values in our community

Requirements / Qualifications:

- Superior planning and organizational skills
- Warmth, excellent interpersonal skills and strong ability to work with a wide variety of individuals, including participants, interns, volunteers, staff team and donors
- Ability to maintain professional demeanour in a fast-paced, demanding quasi-retail environment
- Experience and comfort serving clientele of broadly diverse cultural and socioeconomic backgrounds as well as with those who may be living with mental health and/or recovery challenges
- Mastery of spoken and written English (Knowledge of Bengali, Tamil, Mandarin, Vietnamese or Cantonese an asset)
- Solid de-escalation and conflict resolution skills (CPI certification an asset)
- Experience in retail management a strong asset
- Experience supervising volunteers, staff or interns a strong asset
- Great customer services skills
- Great interpersonal and communication skills
- Self-motivated and entrepreneurial minded; punctual, consistent
- Diploma or relevant experience in the social service field
- Basic mastery of computer skills including the full complement of the Microsoft Office Suite
- Excellent judgment, discretion, diplomacy; creative, solutions-focused, team player
- A vulnerable sector police check will be required if hired

This position will be a member of CRC Local #2864.

Please submit your resume and cover letter in one Word or .pdf document by **11:59 p.m. on Tuesday, Sept. 5, 2017**, to hiringcommittee@tcrc.ca.

CRC encourages applications from people representing the diverse community we serve. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CRC will provide accommodations to job applicants with disabilities throughout the recruitment process. If you require any accommodations, please notify us and we will work with you to meet your needs.

We thank all candidates for their interest, but only those selected for an interview will be contacted.