



### **Drop-In Program Coordinator Job Description**

Position: Permanent Full Time  
Hours: 35 hours a week, flexible hours  
Supervisor: Housing Services Manager

The CRC is an innovative, impactful, collaborative mid-sized, multiservice agency that has proudly served the Regent Park and surrounding neighbourhood for over 50 years. In 2012, the CRC opened a beautiful new building and a new chapter in its history. Our building has a 5000-square foot community hub of program space and we host the only not-for-profit social housing in Regent Park. We are home to the Regent Park Community Food Centre (RPCFC) and its suite of high-impact programs, one of 12 national Community Food Centres in partnership with Community Food Centres Canada. Food Centres are dynamic community spaces where people come together to cook, grow, share, and advocate for good food. The CRC works with low-income community members to build capacity to change situations and conditions for the better, both in their own lives and in the wider community.

#### **The Opportunity**

The CRC is looking for a talented, motivated **Drop-in Program Coordinator** to lead the Drop-in team and work collaboratively with our other departments. The Coordinator sets a high standard for participant and staff safety in the Drop-in, creating a welcoming, low barrier space where community members will feel welcome to spend time, participate in programming or volunteer. The successful candidate will be a strong networker enabling them to connect with external organizations and identify overlapping areas of community need and or concern.

Our Drop-In hosts a wide range of individuals and families and the Coordinator will strengthen our work with at-risk, low-income and homeless community members and connect with local services and agencies. The Coordinator will use a client-centred, harm reduction approach with individuals affected by mental health and problematic substance use, enabling all community members to enjoy the space together.

#### **Major Responsibilities:**

1. **Oversee the Drop-In Program** - The Drop-in Program Coordinator will be adept in community referrals and brief counselling, connecting participants to the appropriate staff or services in the agency or in the community. The Coordinator will ensure that they and their team maintain professional and consistent boundaries. They will have strong, trauma-informed customer service and de-escalation skills.
2. **Program planning, administration, and evaluation** - The Coordinator will design engaging programs, workshops and activities to support participants in moving forward in their life goals and developing new skills, in collaboration with other CRC and Regent Park Community Food Centre staff to respond to community needs.
3. **Coordinate the relief staff coverage schedule and enter hours worked into payroll**
4. Supervise the Drop-in Assistant, Drop-in Relief staff, volunteers and students assigned to Drop-in

5. Work with the Volunteer Coordinator and Community Chef to ensure smooth meal program delivery
6. Participate as a CRC team member

**Qualifications and Experience:**

- Diploma or degree in Social Services or other relevant program or equivalent experience
- Minimum 3 years of experience in a social service setting
- Demonstrated experience and/or understanding working with marginalized people and people of diverse cultures and abilities in a community-based setting

**Knowledge and Skills:**

- Creative, innovative thinker able to inspire and engage others; self-motivated
- Dynamic personality, good sense of humour, adaptable
- Proven ability to manage multiple priorities and meet firm deadlines
- Demonstrated experience supervising staff and volunteers
- Excellent knowledge of systems with which low-income people interact
- Strong understanding of client-centered, trauma-informed and anti-racism, anti-oppression practices
- Exceptional interpersonal, communication and conflict resolution skills
- Thorough understanding of and experience working in programs serving participants with complex social needs including homelessness, mental health issues, addictions and histories of trauma
- Experience and excellent knowledge of support services in east Toronto an asset
- Strong written and computer skills and command of the Microsoft Office Suite
- Ability to work constructively as a member of a team in a fast-paced, dynamic environment
- Strong crisis intervention, de-escalation skills required Familiarity with the Regent Park neighbourhood, ability to speak a language relevant to the community an asset (Bengali, Mandarin, Tamil, Vietnamese, Somali or other)
- 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 Monday, October 8<sup>th</sup>, 2018** to [hiringcommittee@tcrc.ca](mailto: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.*

**Drop-In Program Coordinator September 2018**