



## **JOB DESCRIPTION**

**Position:** Transitional Drop-in Program Coordinator (front-line program staff)

**Hours:** 35 hours weekly (flexible scheduling per program need, mainly days Mon-Fri, some evenings and weekends)

**Length:** Full-time permanent

**Wage:** \$20 hourly

**Reports To:** Social Work Programs Coordinator

**Updated:** August 2021

**Review:** August 2022 or as needed

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## **GENERAL DESCRIPTION**

The Transitional Drop-in Program Coordinator provides community navigation assistance, program planning and community education connection, front-line service provision to street-involved women and current/previous shelter users (adult clients). Under the direction of the Social Work Program Coordinator, and in collaboration with Children's Program Coordinator, the Transitional Drop-in Program Coordinator is responsible for creating a safe, supportive, welcoming space that is accessible to a diversity of self-identified women, and household caregivers accessing programming. Daily activities involve identifying and coordinating trauma-informed housing-stability and wellness programming for current and past shelter clients and street-involved women, supporting clients in engaging in meaningful physical, mental, and social health activities within the program, to promote longer-term engagement of clients with broader community programming and supports. The agency avoids creating programs that "therapeutically incarcerate" clients to homeless shelters as their primary means of support in the long-term. As such, a marker of program success is women identifying they have had their needs met and discontinue program access.

The Centre believes in a peer support philosophy and both experiential knowledge as well as transferrable skills will be taken into consideration when program planning. Working with an intersectional and women-centric Housing First philosophy, all drop-in programming aims to facilitate client access to resources and supports to maximize their longer-term independence and potential using strength-based and harm-reduction philosophies with individuals and groups to help combat stigma, raise self-esteem and mastery, improve self-concept, and operate in a way that promotes hopefulness and resilience.

## **MINIMUM QUALIFICATIONS**

- In recognition of the often high-risk and medically vulnerable clients the agency serves, proof of COVID-19 vaccination status or approved medical or religious exception on file is required
- Experience working with women along the gender spectrum and in women's organizations
- Demonstrable knowledge of community resources and community organizations
- Awareness of, and work from, an intersectional and Housing First philosophy
- Higher than beginner level background and working awareness of principles of harm reduction, trauma-informed care, suicide intervention, crisis intervention, and motivational interviewing
- Background or prior work/experience in program planning and program evaluation would be an asset to the role.

- Demonstrated ability to work with little to no supervision on a daily basis, self-directed, and with demonstrated work history of outcomes-based social work.
- BSW degree with a minimum 1 year full-time work in social work setting is preferred
- In lieu of BSW degree, 2+ years working with marginalized populations in community/system navigation roles may be considered.
- A valid Canadian driver's license, a minimum \$1,000,000 third party liability insurance and proof that insurance covers use of personal vehicle to transport clients
- A Vulnerable Sector Screening to be completed
- Personal experience in recovery process from a mental health and/or substance use concern is considered an asset.



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The following duties outline the requirements of the Transitional Drop-in Program Coordinator position; all bullet point items noted are used in instances of performance evaluation as direct evaluation markers.

## **HUMAN RESOURCES**

- Understand and adhere to contents of the Human Resource and Employee Orientation Manuals/Trainings
- Provide written update of activities to the Social Work Programs Coordinator
- Provide a brief, written, program update at scheduled staff meetings
- Participate in all scheduled staff/team meetings and any scheduled training programs
- Contribute equally to the development of the Welcome Centre as a successful, healthy, and effective women's homelessness service organization, including regular attendance at all office-related meetings and functions, advising supervisors and managers of concerns to be addressed, etc.

## **STUDENT PLACEMENT PROGRAM**

- Provide on-site support to designated students assigned to drop-in or other community inclusion efforts or programming
- Meet bi-weekly with Social Work Program Coordinator to update on student progress, barriers, successes, and plans for upcoming weeks tasks
- Provide feedback assistance towards completion of student evaluations; participate as assigned in student evaluation process for any students working 50% or more of their student hours within drop-in programming.

## **PROGRAMMING/CLIENT CONTACT**

- Create and foster a welcoming environment for drop-in program clients by ensuring that clients have prompt access to all related programs and services in a friendly and professional manner
- Provide direct client drop-in programming, on scheduled dates (consistency and punctuality)
- Coordinate all aspects of the drop-in programming, including organizing food supplies and needs with kitchen staff, basic preparation/set-up, securing speakers and weekly activities, tracking program calendar on a minimum monthly basis, harm reduction supply services, delivery of basic advocacy and referral services (housing, income support, community referrals and access), and cleanliness of the drop-in space
- Ensure no gaps in programming on scheduled dates by having planned activities prepared in instances of cancellation

- Confirm drop-in volunteers and students are assigned to appropriate shifts on a daily basis ensuring adequate coverage to meet the needs of participants and support our model of care. Create and implement coverage based upon estimated program attendance and a desired/efficient ratio of volunteers/students to program participants and program duties.
- Supervise drop-in volunteers and coordinate volunteer-support needs with the Volunteer Coordinator
- Liaise with other relevant community agencies and stakeholders as necessary (engaging speakers, activity facilitators, etc); do so with professionalism, excellent verbal and written communication skills, and written records of interactions.
- Perform other related duties and functions as required and assigned by the Social Work Programs Coordinator
- Attend any Client Advisory Committee meetings organized by the Social Work Programs Coordinator.
- Maintain, organize, and tidy program space during drop-in program hours (the “lobby” area of 500 Tuscarora), including any provided storage areas (assigned locked cabinets within the lobby area, storage within your assigned office area, minimal storage within the agency basement area).
- Receive any organized in-kind donations specified for the program and relay any in-kind requests to Communications Staff for incorporation in agency communication channels (notice is required)
- Manage the Drop-in during program hours by ensuring that participants are adhering to established specific drop-in policies and guidelines. Review these guidelines with program participants for feedback a minimum of twice per calendar year.
- Ensure all pamphlets, brochures, and posters displayed in “lobby” area are up to date and align the Welcome Centre Shelter philosophy of care (no passive language, women-focused, harm reduction based, reflective of diverse clients, specific to dominantly women’s issues and concerns, non-stigmatizing, limited to no religious affiliations unless diverse options are presented).

#### **ADMINISTRATIVE/STATISTICS**

- Document appropriately in HIFIS, under the direction of the Social Work Programs Coordinator, the program statistics identified within a final program logic model or work-plan.
- Document and track any other identified program data required for program evaluation and planning purposes in the manner and means identified at program start. Data is to be updated at a maximum weekly, with preference for daily data tracking.
- Completion of all assigned program statistics as required, on-time and complete, no later than 5<sup>th</sup> business day of each calendar month.
- Maintaining up to date case notes that are accurate, complete and follow guidelines of Generalist Social Work Practice for documentation.
- Enter accurate hours worked on provided time-tracking software daily.
- Lieu time tracking to be submitted beginning of the month prior to the 5<sup>th</sup> to Centre Manager and any lieu time is to be discussed with the Centre Manager as it occurs.
- Ensure requests for vacation time are submitted to Centre Manager prior to the 10<sup>th</sup> of the month preceding the request and advise the Social Work Programs Coordinator.

#### **COMMUNITY**

- Attendance at assigned community committee meetings; minutes/notes of meetings are kept (clear, concise, accurate) and a monthly update provided to Social Work Programs Coordinator on committee attendance and committee activities affecting service provision.

I have read and understood this job description: \_\_\_\_\_ Date: \_\_\_\_\_