



Springboard's mandate is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment and developmental services.

### Internal/External Posting

**Position Title:** COMMUNITY INTEGRATION FACILITATOR  
**Department:** DEVELOPMENT SERVICES (RCSS)  
**Location:** Scarborough: multiple locations  
**Status:** Full Time Permanent  
**Pay:** \$48,500.00 per annum  
**Vacancy Number:** DS-U18-47

---

**Available:** Immediately  
**Hours/Shifts:** Monday to Friday 8:30 am to 4:30 pm  
Flexibility in hours is required, including evenings depending on client/employer needs.  
Schedules are subject to change to meet departmental needs.

#### Position Summary:

The Community Integration Facilitator (CIF) works in a community-based setting with individuals with developmental disabilities and/or dual diagnosis, business owners, managers, employers and community partners to support vocational and employment placements to help them integrate into the community. This role will provide clients with educational/vocational training and employment, and community service experience through subsidized and nonsubsidized placements.

Travel is required as the Community Integration Facilitator works at Developmental Services, Employment Office and visits employers' sites within the GTA.

#### Key Responsibilities:

- \* **Community Case Management/Coordination** - Assess individual strengths and areas of development, advocacy, referrals and coordinating supports. Coordinating services in the individual's neighborhood and meeting individuals in their community.
- \* **Person Directed Planning** - provide individual counseling and support individuals and families working toward individual goals and assisting individuals to develop a plan to support work life balance.
- \* **Group Facilitation** - Develop, facilitate and evaluate group/individual training workshops with regards to pre-employment and employment.
- \* **Job Placements/Expenditure Relations** - Find appropriate employment placements for clients.
- \* **Community Outreach/ Committee Membership** - Network, advocate and educate community partners on program / Client/Employer needs.
- \* **Conflict Management** - Manage crisis situations that may involve volatile behavior, including offering support and suggestions on how to support.
- \* **Clerical/Administrative** - Organize work environment, including, case management, maintaining case notes and a filing system of all client information, documents and interactions. Provide coverage for other staff as required.
- \* Deal with crisis situations that may involve volatile behavior.

#### Required Qualifications:

- \* Post secondary education in the Marketing, HR and/or Human Services field
- \* Strong knowledge in computer applications, i.e., MS Work, Excel, PowerPoint, Outlook
- \* Valid First Aid and Safe Management Certifications - Preferred.
- \* At least 3 years of recent related experience in the following areas: marketing clients to employers; employer outreach/liaising and engagement; job matching and placement of multi-barriered clientele; design marketing plan; job search; work site visit and evaluation; group facilitation; collection and dissemination of labour market information to individuals regarding job openings, entry and skill requirements and other occupational information; program development, job coaching and placement retention, and advocating for and support individuals with multiple barriers to employment.
- \* Clear understanding of market perceptions, employer motivation, work habits and employability skills.
- \* Knowledge and understanding of practical application of current labour laws and workplace health & safety legislation.
- \* Knowledge and experience with job carving with employers to increase success of placements.
- \* Ability to: match and place individuals with multiple barriers to employment with placements or educational/vocational skills training; communicate ideas, instructions and information in a clear and concise manner;



Springboard's mandate is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment and developmental services.

provide group facilitation to groups up to 15 at a time; set priorities, plan and organize work in a fast paced environment in order to meet tight deadlines and deliver results according to program guidelines; meet and deal with staff, clients, employers and the public tactfully and courteously; and compile financial and statistical reports accurately

- \* Valid Safe Management and CPR required
- \* Effective crisis intervention skills to diffuse confrontational situations
- \* Demonstrated ability to: pay attention to their quality of work on which they depend on and plan activities carefully and notice gaps and correct them without having to be told; and understand the program processes; think through when to make process changes and come up with ideas that improve service delivery.
- \* Demonstrated use of core competencies in:
  - o **Attention to Quality** - pay attention to their quality of work on which they depend on and plan activities carefully and notice gaps and correct them without having to be told.
  - o **Service Delivery Judgment** - understand the program processes; think through when to make process changes and come up with ideas that improve service delivery.

**Preferences:**

- \* Ability to speak French
- \* Car and valid Driver's License are assets

**Posting Date:** October 25, 2018

**To Apply:**

To be considered for employment at Springboard, applicants must be willing to undergo a police clearance/VSS, occupational medical assessment and provide both references and documentation of their credentials. **Please apply on line through [careers@springboardservices.ca](mailto:careers@springboardservices.ca).** To be considered you must include the vacancy number in the subject line of your email while applying.

**Deadline for Internal applicants:** November 1, 2018 at 4:00 pm. Please provide your Cover Letter and Resume and a duly completed Application for Internal Transfer form (as applicable).

**Deadline for External applicants:** November 1, 2018 at 4:00 pm. Please provide your Cover Letter and Resume.

**Resumes received after the above-stated deadline/s will be considered at the discretion of the hiring supervisor. No phone calls please. Only persons selected for an interview will be contacted. Thank you for applying.**

Springboard is committed to employment equity and fair and accessible employment practices. Applications are encouraged from those who reflect the diversity of our community. Accommodations will be provided for job applicant with disabilities, where needed and on request, to support their participation in all aspects of the recruitment process providing the applicant has met the bona-fide requirements for the vacant position.