



*Springboard is making Ontario a safer and better place by providing leading edge programs that enable at risk youth and adults to reach their full potential. As a charitable organization, we engage the community in our work and service those in the justice system, individuals needing employment and training, those with developmental disabilities and the homeless.*

### **Internal/External Posting**

**Position Title:** Coordinator, Community Connect  
**Department:** Community Justice and Diversion Programs  
**Location:** 976 College Street  
**Status:** Part time Contract (August to November 30, 2020)  
**Pay:** \$24.04 per hour  
**Vacancy Number:** CJDP-N20-43

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**Available:** Immediately  
**Hours/Shifts:** 25 hours per week - Monday to Friday between 8:00 - 4:00  
Flexibility in work hours and some evenings may be required.  
Schedules may change depending on operational requirements.

#### **Position Summary:**

Reporting to the Supervisor, Community Justice and Diversion Programs, the Coordinator will provide support in all aspects of program management in the Community Connect: Supporting Wellness through Information, Connections & Healing program. The program is available for individuals 18 years and older who are at-risk or involved in the criminal justice system and facing significant personal barriers as a result of the impacts of the COVID-19 pandemic. The position will contribute to the development of community-based alternative interventions and supports that respond to individual client vulnerabilities and address prevention, rehabilitation, integration and reparation of harm.

#### **Key Responsibilities:**

- **Program Management & Quality Assurance:** Assist in the management and monitoring of program, ensure optimum utilization of all assigned human and financial resources to meet program objectives and contract deliverables.
- **Assessment/Case Management:** Review and assess appropriate client referrals. Conduct intake; provide service to diverse clients including those experiencing mental illness and/or addiction problems. Develop individualized service plans in cooperation with the participant and adapt as requested.
- **Human Resources:** Assist in the management of day to day issues that arise in relation to staff, students and volunteers. Provide training and coaching to staff, students and volunteers. Manage mental health support schedule.
- **Outreach:** Conduct extensive outreach to community agencies and justice networks to keep apprised of available resources for appropriate and timely referral to community supports.
- **Liaise and maintain positive relations** with clients, community agencies, referral sources, justice stakeholders, etc.
- **Administration:** oversee and complete documentation, reporting and internal communication in accordance with Agency and funder standards.
- **Represent the agency** in workshops, conferences and committee meetings. Deal with crisis situations that may involve volatile behavior.



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### **Required Qualifications:**

- Post-secondary degree or diploma in Social Services, Social Work and/or related field and a minimum of three years related experience or equivalent.
- Excellent working knowledge of the court and criminal justice system as well as social service agencies.
- Leadership skills to provide direction and motivation to staff, students, volunteers and clients and conflict resolution and mediation skills in order to maintain smooth, professionally functioning program.
- Case management and counselling; recent and relevant best practices with high risk populations; crisis intervention.
- Demonstrated group facilitation skills.
- Knowledge of the principles, concepts and current best practices in the area of restorative justice.
- Excellent working understanding of the principals of risk, need and intervention for at-risk/high risk individuals as well as assessment skills for the determination of client suitability and risk.
- Program planning skills to implement, evaluate, and modify new and existing programs, as needed.
- Excellent interpersonal skills to communicate effectively for client service as well as with community partners and stakeholders.
- Concise and accurate documentation as per agency and funder standards.
- Excellent problem solving skills. Ability to recognize need to refer to higher authority as per established lines of communication.
- Ability to work with a diverse client group and advocate on their behalf when necessary.
- Time management skills with the ability to multi task and modify schedule without prior notice in order to meet program needs without compromising quality or accuracy of work.
- Computer skills in Internet MS Suite: Outlook, Word, Excel, Power Point and other data collecting systems.

### **Posting Period:**

**To Apply:** To be considered for employment at Springboard, applicants must be willing to undergo a police clearance 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:** August 13, 2020 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:** August 13, 2020 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*