



**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.

**People are at the centre of everything we do.** We foster opportunities for skills development, personal growth and social interaction. We also actively promote work/life balance and mental health supports. We foster communication across the agency, from our Town Halls to our quarterly Springboard orientations. We are a learning organization and our people have the opportunity to provide feedback into all areas of the organization. We have an active Employee Engagement Committee that focuses on connecting staff through communication, a rewards and recognition program, career development initiatives and of course, social and team building opportunities. Springboard offers a comprehensive benefits package for full-time, permanent staff and, for all permanent positions, a pension plan that helps support our people in all aspects of their lives.

### INTERNAL/EXTERNAL JOB POST

**Position Title:** PROGRAM COUNSELLOR SOR-U20-103  
**Department:** Developmental Services – SOAR  
**Location:** Community Programs – 1464 Midland Ave, Scarborough  
**Status:** Relief Permanent  
**Pay:** \$19.57 per hour  
**Vacancy Number:** SOR-U20-103

**Available:** Immediately  
**Hours/Shifts:** Must be flexible to work shifts Monday-Friday between 0800 – 1830 hrs. Schedules are subject to change to meet departmental needs

*Travel to other locations due to programming is required. Programming is offered virtually and in person.*

*In the event of service disruptions, this role may be redeployed to another Springboard program, which includes our residential programs that operate 24 hours, 7 days a week*

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#### Position Summary

SOAR is a transitional program that focuses on the development of employment, life skills and community integration for adults with developmental disabilities. This position contains the primary functions of facilitating groups, providing life skills instruction for groups of 10 or more and assisting individuals to develop and achieve their goals.

#### Key Responsibilities

- **Group Facilitation;** Facilitate and teach life skills programming to individuals with developmental disabilities or dual diagnosis; manage challenging behaviors in a classroom typesetting.
- **Community Outreach/ Outings;** Coordinate and supervise community/ recreational outings for a large group of participants, including how to access TTC during peak and off-peak hours safely.
- **Conflict Management;** Manage challenging behaviors of individuals, including offering support and suggestions on how to support them.

- **Job Coaching;** Provide onsite and offsite direct support to participants in various work/ volunteer environments
- **Counselling/ One to One Support;** Provide counselling and support to clients with developmental disabilities and their families in reaching their individual goals.
- **Health and Safety;** Ensure security and safety of the program and the participants in various work/ volunteer
- **Administrative Duties;** Provide clerical/ reception and administrative support to the program. Maintain office in an organized and secure manner, including documentation and compilation of internal and external reports, statistical data, logbooks, and office communications, and receive/ distribution of correspondence.

### **Required Qualifications**

- Post-Secondary Diploma/Degree in Social Sciences.
- Strong knowledge in computer applications, i.e. MS, Word, Excel, PowerPoint, Outlook.
- Valid First Aid and Safe Management certifications.
- Minimum two (2) years of recent work-related experience in Development Services sector in the following areas:
  - Working with individuals with developmental disabilities or dual diagnosis.
  - Conflict management, job coaching, providing individualized support and supervising community/ recreation outing, group facilitating in both classroom and community setting with 10 or more individuals at a time.
  - Counselling, teaching, conflict resolution, individual facilitation, and assessment.
  - Use of computers such as MS Suite and multimedia teaching tools.
  - Thorough understanding of the Social Inclusion Act and the Act for the Supports of Persons with Developmental Disabilities (2008).
- Working knowledge of the Developmental Services sector.
- Knowledge of relevant counselling practices and effective counselling skills to ensure optimum service for participants.
- Knowledge of community resources, both internal and external.
- Proven group facilitation skills to lead individuals regarding educational, vocational, and life skills issues within a classroom setting and in the community.
- Skills in: Counselling, teaching, group and individual facilitation, communication, conflict resolution, and administrative.
- Assessment skills required for both the delivery of service to participants and daily operational/ programming issues, including determination of suitability and risk.
- Program planning skills to implement, evaluate and modify new and existing programs, as needed.
- Effective crisis intervention skills to diffuse confrontational situations. Ability to work well under pressure to ensure minimal interruption in service delivery.
- Written communication skills in English, to communicate ideas, instructions, and information in a clear, concise manner- adjust to the receiver's need for various levels of communication.
- Verbal skills in English to communicate ideas, instruction, and information in a clear concise manner. Ability to adjust to the receiver's need for various levels of communication.

### **Preferred qualifications**

- Ability to speak French

**Date Posted:** February 18, 2021

**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. **You must also include the vacancy number in the subject line of your email while applying. Please apply on line through [careers@springboardservices.ca](mailto:careers@springboardservices.ca).**

**The deadline for internal and external applications is February 24, 2021 at 4:00 pm.** Please provide your cover letter and resume in a single document and a completed Application for Internal Transfer form (as applicable).

Resumes received after this deadline shall be considered at the discretion of the hiring manager. **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 applicants with disabilities to support their participation in all aspects of the recruitment process, providing the applicant has met the bona-fide requirements for the vacant position.