



springboard

CONNECT. INSPIRE. ACHIEVE.

ABOUT US

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, developmental services, youth justice, Weed out The Risk and The Community Learning HUB.

WHO WE ARE

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

Community Support Worker

DS-U21-77-R

THE OPPORTUNITY

- Job Class ♦ Union
- Department ♦ Developmental Services
- Location ♦ Toronto, ON
- Status ♦ Part-Time Permanent
- Pay Rate ♦ \$22.42 per hour
- Vacancy Number ♦ DS-U21-77-R

- Available ♦ Immediately
- Hours/Shifts ♦ 20 Hours Bi-Weekly
 - Schedule to be determined with clients
 - Schedules are subject to change to meet departmental needs

DS community support programs provide support to individuals with developmental disabilities/dual diagnosis, 18 years of age and older. This program supports individuals to live independently in the community. This position encompasses the primary functions of community supports, counselling, life skills facilitation, safety & security, crisis management, administrative and clerical duties. This position includes supporting individuals in their home and may include exposure to animals, second hand smoke etc. Flexibility in working hours is required as per individual needs. This is a bargaining unit position.

This position works in collaboration with the Community Housing Worker to implement established goals.

WAYS YOU CAN CONTRIBUTE

- **Support and Counselling** – Provide individuals with the knowledge, supports and resources to actively participate in daily living activities, including but not limited to: community involvement, health & wellbeing management, social planning and interaction, support with nutrition, meal planning and preparation, supporting with financial management and achieving their goals.

- **Community Support/Outings** – Provide supports for individuals to actively engage and access community services and activities in a safe manner. Provide supports when accompanying individuals to community appointments. Must be comfortable and knowledgeable when accessing the TTC and other forms of transportation.
- **Conflict Management** – manage challenging behaviours in the individual’s homes and in community settings.
 - Attend to crisis situations using a variety of strategies that reinforce positive behaviour and identify before, during and after behaviour through appropriate collection of objective and accurate information. Address or resolve concerns/problems and follow applicable policies, work procedures consistently, including but not limited to QBC and the principles of reinforcement, safe management techniques, in case of crisis or when dealing with challenging behaviour.
- **Health and Safety** – Foster a safe and healthy environment for the individuals. Provide supports with advocacy and problem solving strategies.
- **Administrative Duties** – Complete required documentation and provide clerical and administrative support for individuals. (i.e. applications, forms, notes and scheduling appointments, etc.)

WHO YOU ARE

- Post-Secondary diploma / degree in the Social Services field, e.g., i.e. BSW, BA, DSW, SSW.
- 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 Developmental Service sector in the following areas:
 - Working directly with individuals with a developmental disability or dual diagnosis.
 - Experience working in a community based setting.
 - Supports and counselling, life skills, community supports and safe management.
 - Computer knowledge and experience using technological teaching tools (Outlook).
 - 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 community resources, both internal and external.
- Working knowledge and skills in using a computer and computer systems (e.g. MS Office and Outlook).
- Proven individual supports leading to individuals increasing independence in regards to independent living skills.
- Assessment skills required for both the delivery of service to individuals and daily operational/programming issues, including determination of suitability and risk.
- Assessing individual goal plans to implement, evaluate and modify new and existing supports, as needed. 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.
- 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 receivers needs for various levels of communication.
- Verbal skills, in English to communicate ideas, instructions and information in a clear concise manner; ability to adjust to the receivers needs of various levels of communication.
- Demonstrated use of core competencies in:
 - **Flexibility** – Recognizes when and why an approach is not working and changes it.
 - **Change Influencer** – Builds the interest of others into change messages.

Preferred Qualifications:

- Ability to communicate in French, verbally and in written form.

APPLY

Thank you for your interest in working with Springboard.

Completion of satisfactory, professional references, background checks, and proof of education are requirements of employment.

The Deadline for Applications is October 15, 2021 at 4:00 pm. Please submit your cover letter and resume in a single document. You must also include the vacancy number in the subject line of your email when applying to careers@springboardservices.ca.

Resumes received after the application deadline will be considered at the discretion of the hiring supervisor. **No phone calls please. Only those selected for an interview will be contacted.**

We value the unique skills and experiences each individual brings to the organization and we are committed to creating and maintaining an inclusive and accessible environment for everyone. Applications are encouraged from those who reflect the diversity of our community and we will work with you to provide a positive recruitment experience. Please let us know if you require accommodation during the recruitment and selection process.