



springboard

CONNECT. INSPIRE. ACHIEVE.

## ABOUT US

**Springboard's mission** 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 savings plan that helps support our people in all aspects of their lives.

## Internal / External Job Post

# Residential Counsellor DS-U22-02

### THE OPPORTUNITY

Job Class ♦ Union  
Department ♦ Developmental Services  
Location ♦ Toronto ON (Toronto East)  
Status ♦ Relief, Permanent (3 positions)  
Pay Rate ♦ \$20.16  
Vacancy Number ♦ DS-U22-02

Available ♦ Immediately  
Hours/Shifts ♦ Must have the flexibility to work Monday to Sunday: 3 varying shifts  
- 24:00 to 8:00, 8:00 to 16:00, 16:00 to 24:00

*Schedules are subject to change to meet departmental needs*

DS residential programs provide home life skills training and transition planning to men with developmental disabilities/dual diagnosis, 18 years of age, and older. The position encompasses the primary functions of shift coverage, supports, and counselling, life skills facilitation, safety and security, crisis management, administrative, clerical, and facilities up-keep duties. The position involves shift work which entails 7 days, 24-hour coverage. Flexibility to cover shifts is required.

### WAYS YOU CAN CONTRIBUTE

- **Support and Counselling:** Provide individuals with support and information as to a decision or course of action for his daily living activities, including but not limited to: hygiene, budgeting, cooking, nutrition, social skills and community, and achieving specific goals.
- **Life Skills Facilitation:** provide life skills programming, in the residence and in the community that promotes learning for independent living.
- **Community Outings/Escorts:** provide supports for individuals to actively participate in community activities safely for up to 20 individuals.

- **Conflict Management:** manage challenging behaviours in a residential, community setting;
  - Attend to crisis situations using a variety of strategies that reinforce positive behaviour and identify before, during, and after behaviour through the appropriate collection of objective and accurate information. Address or resolve concerns or problems and follow applicable policies and work procedures consistently including but not limited to 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 work environment for the residents and the staff as per policies, procedures and the law
- **Administrative Duties:** Provide clerical/reception and administrative support to the program.

## 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 the Developmental Service sector in the following areas:
  - Working directly with individuals with a developmental disability or dual diagnosis
  - supports and counselling, life skills facilitation, community supports and safe management
  - With a 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.
- Proven individual and group facilitation skills 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.
- 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 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 receiver's 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

## Vaccination Policy

**This position is subject to the vaccination disclosure mandate by the Chief Medical Office of Health and if the successful candidate does not meet the definition of fully vaccinated at time of hire, they will be required to undergo an educational program and then every three days, have to submit a negative rapid antigen test within 24 hours of their shift.**

Springboard Services continues to follow Ministry and Public Health Guidance and all our employees are expected and required to continue to comply with applicable health and safety measures and compliance with established workplace access controls (e.g. screening), wearing a mask or face covering, using provided PPE, maintaining appropriate physical distancing and self-monitoring of potential COVID-19 symptoms.

## 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 Sept 23, 2022 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](mailto: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.*