



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-U23-26

THE OPPORTUNITY

- Job Class ♦ Union
- Department ♦ Developmental Services
- Location ♦ Toronto ON (Toronto East)
- Status ♦ Relief, Permanent
- Pay Rate ♦ \$20.16/ hour + eligible for additional \$3/ hour permanent compensation enhancement.
- Vacancy Number ♦ DS-U23-26
- Available ♦ Immediately
- Hours/Shifts ♦ Flexibility to work 3 varying shifts - 24:00 to 8:00, 8:00 to 16:00, 16:00 to 24:00; please indicate the shift you are available for

Schedules are subject to change to meet departmental needs

At Springboard, we are always on the lookout for talented individuals to join our team and we encourage you to submit your resume and application for future consideration. We review resumes regularly and when an opportunity arises, we will reach out to you to discuss the details. Don't miss out on the chance to be a part of our dynamic team and submit your application today!

Our Developmental Services residential programs provide home life skills training and transition planning to males with developmental disabilities/dual diagnosis, 18 years of age, and older. The position encompasses supports, and counselling, life skills facilitation, safety and security, crisis management, administrative, clerical, and facilities up-keep duties.

WAYS YOU CAN CONTRIBUTE

- **Support and Counselling:** Provide individuals with support and information as to a decision or course of action for their 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 home and in the community that promotes learning for independent living.

- **Community Outings/Escorts:** provide supports for individuals to actively participate in community activities safely
- **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 issues 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

Education/Experience

- 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.

Skills/Abilities

- 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 assessment of risk to the individuals we serve.
- 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

Nice of have's:

- 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.

We are now accepting ongoing applications. 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.

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.