

JOB POSTING

Client Support Coordinator



Daily Bread Food Bank is an independent, non-profit, charitable organization that is fighting to end hunger in our communities. As Canada's largest food bank, Daily Bread serves people through our network of neighborhood food banks and meal programs in its over 140 member agencies across Toronto.

We believe that access to food is a basic human right, not a privilege. No one should go hungry or face barriers to accessing food. We are committed to using a Rights-Based Approach to providing service and a client-centered approach to solving problems. We collaborate with all to eliminate food insecurity, and advocate solutions to end poverty. We embrace diversity of thought and actions and prioritize the voices of those affected by poverty. We continuously pursue new and refined solutions to serve the needs of our communities. For more information please visit: www.dailybread.ca

Job Title:	Client Support Coordinator
Reporting to:	Client Programs Manager
Location:	191 New Toronto Street, Toronto, ON, M8V 2E7
Salary:	\$46,258 -\$52,035 per year; commensurate with experience
Terms:	35 hours a week / Permanent – Full-time <i>Daily Bread offers a competitive employer-paid benefit package after three months and an opportunity to join the Group RRSP plan after one year.</i>

Position Overview

The Client Support Coordinator is responsible for the coordination and development of Daily Bread's onsite Client Support Program at New Toronto Street Food Bank. This position includes a significant focus on community and program development, including developing and maintaining procedures, guidelines, and evaluation methods; actively participating in local agency networks to collaboratively address gaps in service and to encourage partnership opportunities; and actively engage with clients, volunteers and the local community while overseeing the day-to-day operations of the Client Support Program. Utilizing participant engagement and empowerment-based models of service delivery, the Client Support Coordinator is also responsible for volunteer scheduling, as well as providing short term and crisis intervention support to clients as needed.

Responsibilities:

- Research, develop, and implement best practices based on the visionary scale of Daily Bread Food Bank's Service Standards, program policies and procedures.

- Modify or develop organizational and administrative processes that ensure consistent service quality and optimized workflow. Ensure accurate maintenance of records and statistics.
- Stay informed on current policies, legal changes, and advocacy efforts that impact clients; integrate practices that help inform clients of these issues; and ensure that all Client Support volunteers and students are kept up to date.
- Actively engage with clients, volunteers and the local community while overseeing the day-to-day operations of the Client Support program.
- Build a strong volunteer team through training, coaching, scheduling of team meetings and inviting feedback. Create an environment of learning and support for volunteers and students.
- Actively participate in local agency networks to collaboratively address gaps in service and to encourage partnership opportunities.

Community engagement

- Organize and/or develop, implement, and facilitate learning opportunities for Daily Bread staff, volunteers and students, through interactive workshops, information sessions, or discussion groups.
- Create a frontline, community-focused atmosphere that is welcoming, engaging, and responsive, through client discussions and feedback.
- Develop, maintain, order, and distribute promotional program materials, display table materials, cork board/white board displays, and presentations to be given to a variety of community groups.
- Assess and set-up legal, housing, and other on-site clinics.

Leadership and empowerment

- Provide directly (and oversee) crisis intervention and short-term support to program participants as needed.
- Through a community development lens, encourage, support and provide opportunities for learning and growth that empower clients, volunteers and students to reach their goals.
- Design and implement ongoing training approaches that utilize train-the-trainer, participant engagement, mentoring and peer advocacy models of practice, that aim to increase the capacity of volunteers, mentors, and students in their provision of Client Support that meets Daily Bread's professional and ethical standard.

EDUCATION/EXPERIENCE OR EQUIVALENT

- Bachelor's Degree in Social Work, Community Development, Adult Education, or related programs.
- 3-5 years in a progressive leadership role involving community and program development, oversight, and coordination, and/or equivalent combination of education and experience.
- Demonstrated experience and commitment to working for and with those living on a low-income, and/or other marginalized communities utilizing anti-oppression, social justice, popular education and participant-centred approaches to practice and service delivery.

- Excellent interpersonal, team building and leadership skills, with a proven ability to work independently and oversee and support others within a team approach
- Strong crisis intervention and conflict management skills.
- Experience providing / coordinating information, referral, and informal counselling services.
- Experience with community development and community-based research.
- Experience developing and facilitating training programs/materials, preferably utilizing such capacity building approaches as train-the-trainer, participant engagement, mentoring and peer advocacy.
- Experience in developing and sustaining community partnerships.
- Experience working in a food bank, drop-in, meal program or similar environment considered an asset.
- Fluency in more than one language is an asset.

KEY COMPETENCIES AND SKILLS

- Excellent team building and communication skills steeped in community development principles.
- Organized and detail-oriented, able to multi-task and prioritize to meet targets and timelines.
- Sees problems and challenges as opportunities. Sets and ensures consistently high standards of service.
- Remains calm under pressure and able to respond quickly and effectively to challenging situations.
- Verbal and written proficiency in English with strong computer literacy skills.

WORKING CONDITIONS

Daily Bread's office exists within a warehouse where below average temperatures are common during winter months and high noise levels are present. This position interacts with internal and external parties.

HOW TO APPLY

To be considered, applicants must submit **a resume and cover letter** stating why they are suitable for the role by **September 5th, 2021** to Human Resources – hr@dailybread.ca. Interviews for the role will be conducted on a rolling basis.

*Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview. **Daily Bread Food Bank is an equal opportunity employer and encourages applications from members of designated groups.** Persons with disabilities who need accommodation in the application process, or those needing job postings in another format, please e-mail a request to Human Resources.*