



FOR YOUTH INITIATIVE External Job Posting

POSITION TITLE: Program Coordinator Case Lead
DETAILS: Full Time, 12 Months Contract *Possibility of Renewal*
REPORTS TO: Program Director
SALARY: \$42,000/yr
APPLICATION DUE DATE: December 8, 2017
START DATE: TBD

Organization & Program Summary:

For Youth Initiative (FYI) is a non-profit organization that has served, inspired and advocated for thousands of teens and young adults in York South-Weston since 1995. We provide year-around services and programs to local youth to meet their needs and empower them to reach their full potential. Every young person's journey is unique and their needs are too. Our case management model supports young people regardless of where they come from and helps them get to where they want to be. Our programs and services are designed to support youth to graduate high school, enroll in postsecondary education, gain employment and prepare for adulthood.

Position Summary:

The Program Coordinator Case Lead at FYI will work with the Youth Outreach Worker and program support staff to support all program teams by leading the coordination of onsite programs and services across all teams. This role will be responsible for overseeing case collaboration, program coordination, and managing a client caseload to support program outcomes.

Onsite Resources:

FYI's community centre is open for youth to drop in and access on-site resources Monday through Friday. Resources include a computer lab, a quiet space for homework and free on-site tutoring, an arts and crafts room equipped with art supplies and sewing machines, and a recording studio. Youth can also unwind and interact with staff in the FYI Lounge where nutritious meals are prepared and shared together daily.

Main Tasks & Responsibilities:

Program Coordination

- Maintain program schedule in collaboration with management team and program support staff
- Support program staff in supervising programs and facilitating where necessary
- Ensures programs and services are staffed adequately
- Develop and facilitate group programs and workshops for youth as needed
- Work closely with Youth Outreach Worker to develop strategies for maintaining and improving FYI's outreach community engagement strategies

Case Coordination

- Work collaboratively with all program staff to develop effective service delivery plans that ensure that youth have access to programs, services and opportunities needed
- Support internal and external referral processes for clients
- Manage a caseload of active youth clients and provide monthly one-on-one sessions that focus on developing and achieving clients' goals
- Work closely with Youth Outreach Worker to support all program teams in achieving organizational outcomes

Administrative Duties

- Maintain comprehensive client files and case notes utilizing FYI's database system, tools and procedures
- Support training and onboarding of program support staff
- Provide periodic reporting updates to manager
- Document work with youth and partners using organizational database
- Support the evaluation of the program by conducting interviews, focus groups, surveys, and other data collection methods as needed
- Other administrative duties as required

Required Qualifications:

Education:

The minimum level of education is a community college diploma in human services and social studies related education (social work, volunteer engagement, community work, International development, education etc).

Skills, Knowledge, & Experience:

Minimum of 1-2 years experience in the following areas:

- Coordinating services in community centres with multiple program spaces
- Working in a fast paced community environment
- Developing and maintaining organizational partnerships
- Case management and overseeing a client caseload
- Coordinating programs and managing multiple priorities
- Organizational development work, particular with young people in a non-profit context
- Working from an outcome-based/evidence-based programming model
- Demonstrated ability to work in culturally diverse communities, with a particular understanding of the challenges facing youth from economically and culturally marginalized communities
- Understanding of community based, youth-led and youth-serving work, common models of service provision, and functions of nonprofit organizational structures.

Core Competencies:

- Demonstrated ability to work independently with minimal supervision
- Initiative and commitment to continuous learning

- Established high degree of good judgment, professional manner, empathy, and strong understanding and application of principles
- Acceptance and use of constructive criticism for personal and professional growth
- Ability to work cooperatively with other professionals and community
- Capacity to work positively in a team environment

Expected Job Outcomes:

The position has an overall impact on accomplishing FYI's organizational key objectives which include: a) Building a Strong Foundation for FYI; b) Enhancing Education and Employment Supports and; c) Establishing a Learning, Reflection, and Advocacy Model.

Physical Requirements:

None

Equipment Used:

Experience and knowledge of using regular office equipments including computers, photocopiers, printers, projector, fax, etc.

Working Relationships:

- Works under supervision of Program Director
- Will work with and support colleagues, including placement students, to complete tasks.
- The position interacts with staff, supervisors, managers, volunteers of FYI, the general public, partner organizations, corporate partners, and other organizations.

Working Conditions:

- Hours of work: Works regular hours from 12pm-8pm with some requirement to work extended hours occasionally.
- Location: Works from FYI, 1652 Keele Street, and may be required to work from other locations based on funders or programs changing requirements.

How to Apply:

Please send your cover letter, resume, and three references within **one document** in **MS Word or PDF format** by mail or e-mail to:

ATTENTION: Hiring Committee

1652 Keele Street
Toronto, Ontario M6M 3W3
Email: hr@foryouth.ca

For Youth Initiative is committed to employment equity initiatives. We encourage residents of York-South Weston and surrounding communities and members of youth, ethno-racial, aboriginal, immigrant, francophone, refugee, LGBT and disabled community groups to apply and self-identify.

NO PHONE CALLS PLEASE