

The Neighborhood Group – St. Stephen’s Community House

INTERNAL JOB POSTING

Job#: TNG2021-29

Urban Health and Homelessness Services promotes the health and well-being of individuals living with substance use and mental health issues, by challenging stigma, advocating for change and providing responsive community programming.

POSITION TITLE: Coordinator of Social Enterprises (Training and Organizational Services)	STATUS: Full Time Permanent, CUPE 2289
DEPARTMENT: Conflict Resolution & Training (CRT)	# HOURS / WEEK: 35
REPORTS TO: Senior Manager, CRT	SALARY GRADE: Band 11
POSTING DATE: Mar 2, 2021	CLOSING DATE: Mar 9, 2021

POSITION SUMMARY:

The position is responsible for building and coordinating CRT’s professional custom training and organizational services as outlined below, and the recruitment, training and supervision of our roster of contract associates, in collaboration with the Training Lead and Administrator.

A. ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Collaborate with the Training Lead to develop and implement business and marketing plans for our professional services that will achieve the program’s budget and strategic goals and objectives,
2. Develop existing and new training and organizational services, including both virtual and in-person services, and in response to TNG and client needs,
3. Respond to inquiries, prepare proposals, conduct contract negotiations, prepare and execute contracts for services,
4. Recruit, train and supervise a sufficient roster of contract associates, and support team-building and continuous improvement among them,
5. Deliver training, mediation, facilitation and consulting services directly, as required by the needs of the program and to maintain and enhance staff capacity, virtually and in-person,
6. Document and send administrative work involved in delivering services to the CRT Administrator,
7. Negotiate and contract for the delivery of services by associates, students, volunteers and other staff, and provide supervision and support to contracts,
8. With the CRT Senior Manager, coordinate program development, internal and external partnerships and advocacy
9. Travel within GTA and other locations in Ontario, possibly elsewhere.

B. ORGANIZATIONAL RESPONSIBILITIES:

1. Actively participate in and prepare for individual and team supervision sessions, including the establishment and evaluation of an annual goal plan
2. Attend internal and external meetings as assigned by supervisor
3. Maintain up-to-date case records and timely submission of service statistics and monthly time sheets
4. Participate and cooperate with health and safety regulations and instructions
5. Communicate any concerns or developing problems to the manager immediately
6. Adhere to all programs and House policies and procedures and ensure confidentiality is maintained on all client, staff and agency matters
7. Cooperate and participate with health and safety instructions and directions for a safe and healthy workplace.
8. Use online time and labour system

C. QUALIFICATIONS:

- B.A. and 3 years' experience in small business management and/or social enterprise development and management, or combined equivalent of education and experience
- Recent minimum 2 years' successful experience doing training and adult training design
- Experience and/or training in alternative dispute resolution is strong asset
- Able to speak and write confidently and persuasively in negotiations, presentations and training
- Strong judgment and accountability as evidenced by quality of contracted training services
- Excellent written and verbal communication skills in English
- Skilled and experienced in virtual services delivery and virtual workplaces, database management, MS Office applications / and functionality of tables, charts, presentations, spreadsheets and hardware, internet and email
- Minimum 1 year supervisory experience
- Strong organizational skills
- Flexibility to travel within GTA on transit or with own vehicle
- A positive attendance record

To apply, submit your resume and cover letter with "TNG2021-29" in the subject line of your email to

E-mail: diana.dorogan@tngcs.org

Coordinator SE Hiring Committee
91 Bellevue, Toronto, On, M5T 2N8
Fax: 416 925-2271

The Neighbourhood Group is an equal opportunity employer and is dedicated to building a workforce that reflects the diversity of the community in which we live in and serve.

The Neighbourhood Group is committed to diversity, equity and accessibility in accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources Administrator (hadministrator@sscto.ca) will make every reasonable effort to accommodate the needs of applicants requesting accommodation at any stage of hiring process.

