

Position Title: Support Care Services Coordinator (14hrs client care + 6hrs groups)

Reports To: Support Care Services Lead

Position Summary: The Support Care Services Coordinator works closely with the Support Care Services Lead. This position facilitates tailored support & coaching in the areas of accountability, life-skills, goal setting and community engagement.

Education/Experience:

- An undergraduate degree or college diploma in a social science field is preferred.
- Minimum of 3 years previous work experience in a social service environment as a volunteer or in a support capacity is preferred.
- Fitness and/or nutritional credentials are an asset.
- Current First Aid/ CPR (Emergency level 1) at direct reports request.

Personal Qualifications: This individual demonstrates compassion with the ability to provide mature, calm, biblically sound guidance to those who are integrating into healthy community. Strong interpersonal skills including conflict resolution skills are needed. Must be efficient in time management. Excellent organizational, written communication and administrative skills; proficient in word and excel. Able to set and adhere to professional boundaries with clients.

Competencies: Knowledge of program policy and procedures; reporting abuse procedures; suicide risk assessment & management.

The role requires 1:1 work with clients in support of their counselling/discipleship journey, including life-skills, coaching, spiritual support, and connecting clients to additional external resources and mentors/community. The position requires evening work, as the coordinator will be facilitating the launching of Keys to Freedom both locally in-person & online to churches across Canada. From time to time, the position may require the running of educational groups as well.