



JOB POSTING INFORMATION

JOB TITLE: DOWNTOWN OUTREACH SERVICES COORDINATOR

JOB CODE: SA-OS-004

DATE POSTED: JULY 9, 2013

POSTING EXPIRES: JULY 18, 2013

JOB TYPE: PART-TIME, CONTRACT

TRAVEL REQUIRED: SOME

HOURLY RATE: \$16 PER HOUR, UP TO 30 HOURS PER WEEK

LOCATION OF WORK: DOWNTOWN OSHAWA CAMPUS - 61 CHARLES ST.

WILL TRAIN APPLICANT: SOME TRAINING PROVIDED

JOB SUMMARY

This is a contract position reporting to the Manager of Outreach Services. Outreach Services is a student-funded, volunteer driven, non-profit, campus and community organization operated by the Student Association at Durham College & UOIT (SA). Outreach Services is committed to providing a safe, harassment-free, drop-in space on campus for all women, LGBTQ identified individuals, allies and individuals from various socioeconomic background that are a part of the campus community. Outreach Services will provide support, referrals, resources and advocacy on issues of violence, abuse, racism, homophobia, transphobia, sexism, heterosexism, poverty, food security, health, classism, ableism and ageism, through our support programs, workshops and educational programming.

The role of the Downtown Outreach Services Coordinator is to provide continuity and stability within a constantly changing environment. The successful candidate will carry out responsibilities that maintain the integrity of the organization; support students and clients through crisis intervention, peer support and case management; as well as, provide referrals and provide connections to the community. The successful candidate will liaison with community agencies and represent Outreach Services at the Downtown Oshawa Campus and within the community.

In support of the SA mandate, the position will adhere to the philosophy and values of the organization and will be committed to supporting student rights, advocacy and involvement.

SUMMARY OF DUTIES:

General Duties:

- Maintain the mission and principles of each services centre within Outreach Services.
- Work within a feminist, anti-oppressive, anti-racist framework.
- Set and maintain goals for Downtown Outreach Services.
- Act as the front line representative for the Downtown Outreach Services with the public & community partners; responsible for answering and directing telephone calls, responding to inquiries, and greeting guests and clients.

- Maintain accurate statistics in regards to drop in, volunteer access, education sessions, support sessions, etc.
- Develop and maintain community partnerships to facilitate effective referrals for service users.
- Attend community meetings, when requested or required.
- Solicit donations and sponsorships for the Resource Library.
- Develop and maintains relationships with individuals and corporations in support of sponsorship development activities.
- Develop and maintain a donor/sponsor database with relevant information and liaison with North Outreach Services to ensure there are not duplicates.
- Input required information into the fundraising database: performing regular review of the donor database to ensure accuracy with North Outreach Services.
- Record all contributions in the database, issue appropriate correspondence and file donation copies, as required.
- Update the resource bank database; manage and maintain the resource bank.
- Create and maintain mutually beneficial contacts with campus and community groups.

Working with the Outreach Services Team:

- Provide orientation of new volunteers in the downtown location.
- Aid other staff in recruiting and maintaining volunteers for specific initiatives.
- Provide written and verbal reports as required.
- Participate in individual supervision, staff meetings, case conferences and committees as scheduled and otherwise required.
- Participate in all relevant training, seminar or conference opportunities.
- Represent Downtown Outreach Services in a professional manner.
- Supervise office volunteers (including placement and university works students), helping enforce policies and train and educate volunteers.
- Work with Manager of Outreach Services to ensure budget and expenditure policies are being followed.
- Accurately reports all progress to and resolves any concerns with the Manager of Outreach Services.
- Develop proposals of requests for Downtown Outreach Services and other related materials for the Manager of Outreach Services.
- Work with the Outreach Services Event and Volunteer Coordinator to ensure that events for the downtown campus are relevant and successful.
- Work with the Event and Volunteer Coordinator to ensure donations, funding, and support from campus and community partners for events at the downtown campus.
- Oversees maintenance of updated calendar of all events.
- Work with the Event and Volunteer Coordinator to help distribute promotional materials, including posters, press releases and other publicity materials for services, events, and campaigns.
- Participate in campus and community networking events.
- Participate in events as MC or in other roles, as discussed and planned with Event and Volunteer Coordinator.
- Develop and maintain community contacts to assist in the pursuit of new opportunities for the Downtown Outreach Services.
- Participate in the development of the Special Events annual calendar.

Support Services

- Conduct client intakes and assessment documentation.
- Provide support to service users through crisis intervention, peer support, information, referral, advocacy, direct client service.
- Ensure resources specific to support are relevant, utilized and up to date.

- Demonstrate compassion, knowledge and commitment to Outreach Services mandate, principles, policies and procedures.
- Ensure that food items and toiletries are made accessible to all students on the downtown campus.
- Provides short-term emergency food support to students in need.
- Provides food hampers to students who require it.
- Ensure that food items are always in stock either through donations or purchase.
- Sort out donations and ensures that hampers are prepared.
- Work with Manager of Outreach Services when emergency-housing funding is required.

Education

- Educates the campus and greater community on issues pertaining to Outreach Services.
- Advocate for equality, equity, and health and food security on the behalf of our participants with community partners, businesses and internal stakeholders.
- Coordinate the communication of the mission, goals, and services of the Outreach Services to faculty, staff, students and the community.
- Lead class presentations, trainings and discussions for students and staff upon request.

SKILLS/QUALIFICATIONS:

- 2-3 years working in an organization involving counseling a significant asset.
- Counselling experience for survivors of violence and the LGBTQ community an asset.
- Post-secondary education in the social sciences, social work, human rights or a related field.
- Experience writing grant applications and proposals, handling financial management and accounting a significant asset.
- Familiar with organizational policies and procedures, including: The Student Association at Durham College and UOIT and on-campus resources, Durham Region Social Services, Pro-Choice specific organizations, community shelters and LGBTQ organizations.
- Knowledge of Anti-Oppression Principles and issues related to unhealthy and healthy relationships, safer sex, pregnancy prevention and options, LGBTQ issues, gender inequality, empowerment, systemic discrimination and human rights.

General

- Must be at least 19 years of age and undergo a Criminal Background Check.
- Comfortable with a diverse clientele in a highly confidential, professional environment.
- Strong communication skills, both oral and written.
- Organization and time management, able to adapt priorities day-to-day.
- Computer requirements: word processing, spreadsheet creation, inventory systems.
- Presentation and public speaking ability an asset.

APPLICATION INFORMATION

RESPONSE METHOD:

EMAIL - saadmin@dc-uoit.ca WITH THE SUBJECT LINE: DOWNTOWN OUTREACH SERVICES

COORDINATOR

APPLICATION INSTRUCTIONS: PLEASE SUBMIT A COVER LETTER AND RESUME OUTLINING RELEVANT EDUCATION AND EXPERIENCE BY EMAIL ONLY TO THE SPECIFIED EMAIL ADDRESS ABOVE.

ONLY THOSE APPLICANTS SELECTED FOR AN INTERVIEW WILL BE CONTACTED.