



## Homeless and Outreach Services

### Part-time HOS Coordinator

Contract (No Benefits)

**17.5 hours per week ending March 31, 2018**

14 hours per week thereafter with funding renewal

Occasional week-end work may be required

Pay Rate: **\$24.73 per hour**

Closing Date: **May 3, 2017**

#### ACSA Main Office

4155 Sheppard Ave East,  
Suite 100  
Toronto, Ontario, M1S 1T4  
Tel: 416-321-6912  
Fax: 416-321-6922

#### ACSA Child and Family Centre

4139 Sheppard Ave East  
Toronto, Ontario, M1S 1T1  
Tel: 416-299-9872

#### ANC Dorset Park

880 Ellesmere Rd, Suite 204  
Toronto, Ontario, M1P 2W6  
Tel: 416-332-0997  
Fax: 416-332-9506

#### ANC Steeles-L'Amoreaux

331 Glendower Circuit, Unit 6  
Toronto, Ontario, M1T 2T7  
Tel: 416-609-9393  
Fax: 416-609-3896

#### Chester Le Community Corner

160 Chester Le Blvd, Unit 142  
Toronto, Ontario, M1W 2N1  
Tel: 416-491-3456  
Fax: 416-491-1686

#### Local Immigration Partnership

331 Glendower Circuit, Unit 6  
Toronto, Ontario, M1T 2T7  
Tel: 416-609-9393  
Fax: 416-609-3896

#### Immigrant Settlement and

#### Adaptation Program (ISAP)

1911 Kennedy Rd., Unit 105,  
Toronto, Ontario, M1P 2L9  
Tel: 416-292-6912  
Fax: 416-292-6913

ACSA is a nonprofit, multi service agency at the heart of Agincourt addressing needs and empowering children, youth, newcomers, homeless, and otherwise underserved communities. Our core programs include housing and outreach programs, food security programs, newcomer services, youth outreach and therapy programs, child and family programs, Early Years programs, computer access programs, and community engagement.

ACSA is currently seeking a **Homeless and Outreach Services (HOS) Coordinator**.

Reporting to the Manager of Homeless and Outreach Services, the Coordinator will provide daily support to the staff of this department through regular program shifts, administrative supports, case conferences, crisis intervention, and other activities as required to ensure the provision of quality and coordinated services to clients.

### Responsibilities

- Work collaboratively with the Manager of Homeless and Outreach Services and program staff
- Coordinate program delivery of Drop-in program; provide direct staffing as needed
- Provide front-line staffing according to program needs including Street Outreach, a van-based mobile program to link people who are street homeless to services and housing
- Provide scheduling for Drop-in and Street Outreach Services
- Provide day-to-day support, consultation and problem-solving for the homeless services staff
- Support Relief Staff communications and training
- Develop, implement and maintain programs and activities in accordance with funding body service agreements
- Provide leadership to conflict prevention and intervention at ACSA main site
- Monitor reporting schedules for funding relationships; establish deadlines and ensure deadlines are met
- Maintain and support partner relationships and contacts

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- Develop department promotional materials, publish, circulate and promote agency services
- Represent ACSA at various networks, committees, workgroups and other relevant meetings
- Support enhancement of systemic advocacy for each program area
- Ensure provision of appropriate supports to meet client needs through in-house programming and/or referral
- Provide supportive counselling, information and referrals to homeless clients
- Ensure coordinated client services through positive and regular meetings with program staff and case conferences
- Identify and track services for homeless individuals attending ACSA programs
- Enter data in data tracking tools, including ICE Tool and OCASI database
- Report monthly to program funding bodies and maintain statistics collection for programs
- Administer department resources and allocate to programs
- Initiate and support program evaluation as required in funding agreements.

**Other Duties**

- Collaborate with and support the work of ACSA staff and programs
- Identify and attend training sessions related to this position
- Actively participate in regular supervision sessions, team and agency-wide meetings.
- Actively participate in ACSA programs as assigned or scheduled
- Other duties as assigned.

**Education, Knowledge and Skills**

- Diploma/Degree in Social Services/Health and a minimum of two years related experience, or a combined equivalent of education and experience
- Experience serving the homeless/under-housed/socially isolated population
- Some experience in a coordination role
- Excellent knowledge of issues related to service population such as: mental illness; addictions; suicide assessment; harm reduction; housing and evictions; criminal justice system; income support system; acquired brain injuries; trauma; etc. Training and certifications in same will be assets
- Sound counselling skills, service-planning skills and case management skills.
- Excellent knowledge of Toronto resources for homelessness, housing, health, mental health and substance abuse. Knowledge of Scarborough resources an asset.
- Familiarity with the Residential Tenancies Act will be considered an asset

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- Current knowledge of income programs and resources available under Housing First model
- Knowledge of food services. Safe Food Handlers certification an asset.
- Ability to form relationships with marginalized individuals while maintaining strong boundaries
- Excellent crisis management and conflict resolution skills
- Excellent judgement and problem-solving skills.
- Excellent interpersonal, communication and organizational skills
- Ability to work effectively and professionally under pressure
- Strong skills in Microsoft Word, Outlook and Excel. Demonstration may be requested
- Clear and concise writing skills: able to write in both formal and accessible language; demonstration may be requested
- Willing to work in an environment committed to diversity and non-discrimination
- Valid Ontario G-class driver's license and clean drivers abstract and access to a vehicle.
- CPI, First Aid and CPR certification
- Valid Police Records Check.

**Please apply via email (cover letter & resume in one attachment) to:**

**Attention: HR Generalist**

**Email: [hr@agincourtcommunityservices.com](mailto:hr@agincourtcommunityservices.com)**

**(Please quote **HOS Coordinator** in the subject line of email)**

**No phone calls please.**

ACSA is an equal opportunity employer and welcomes applicants from all communities inclusive of race, culture, religion, gender, sexual orientation and with differing abilities.

We thank all applicants for their interest in the position. However, only shortlisted applicants will be contacted for an interview.

If you are contacted by ACSA regarding a job opportunity and need accommodation throughout a hiring process, please contact Yelena Galochkina, HR Generalist at [gyelena@agincourtcommunityservices.com](mailto:gyelena@agincourtcommunityservices.com). **This address is for accommodation inquiries ONLY. Job applications sent to it will not be considered.**