



Mennonite New Life Centre of Toronto

Job Posting: Aurora House Program Coordinator

Hours: 21 hours per week (Part-Time)

Contract Duration: Immediately - 9 months (with the possibility of extension)

Remuneration: \$28 per hour

Number of Positions: 1

Application Deadline: August 30th, 2022

About the Organization:

The Mennonite New Life Centre (MNLCT) is a vibrant, multi-cultural settlement agency for newcomers to Canada. The Centre provides a variety of settlement services, including information/orientation, language instruction, mental health supports and capacity-building workshops, public education and bridging to employment. The Centre is a tech-forward charity that utilizes technology solutions to meet the needs of its stakeholders. As a result, several of our services and programs are delivered in a hybrid format, offering clients and participants conference-in, and using various online tools.

Position Summary:

Aurora House (AH) is a transitional home for survivors of human trafficking and gender-based violence, providing full case management services to residents for up to one year in the home and beyond one year in the community.

The Mennonite New Life Centre of Toronto is the program partner of Aurora House and is presently looking for an AH Program Coordinator. This position will be responsible for all administrative, maintenance and program operations on behalf of Aurora House. This position will provide trauma-informed, culturally competent services to those who are survivors of trafficking, and gender-based violence; with a focus on women, women with young children and expecting mothers; youth, and adults. The AH Program Coordinator will manage the intake process, provide responsive and comprehensive case management as needed, address residents' needs, and ensure the proper maintenance of all physical spaces.

The Program Coordinator will train and supervise Relief Staff, and Volunteers.

Responsibilities:

Operations:

- Assist in the identification and referral of victims of trafficking and abuse through partner networks
- Track all referrals and manage all aspects of the intake panel
- Be approachable, listen, and act upon requests and needs as presented by AH and its residents
- Meet with residents regularly to build healthy relationships to ensure their housing needs are being met and to encourage meaningful resident engagement with programs
- Recruit, train and supervise volunteers and interns associated with the program
- Collaborate with program staff to develop program responses to resident needs
- Develop and update all policies pertaining to the effective operations of Aurora House, including but not limited to the safety plan
- Problem-solve, where necessary, to ensure the safe and effective operations of AH, including ensuring all program policies and procedures are communicated to and followed by staff and residents
- Provide Board of Directors with updates and changes to policies and procedures
- Coordinate with vendors to ensure the maintenance of all AH spaces and equipment, including but not limited to HVAC operations, snow removal and lawn care, garbage removal, security system maintenance, and repairs to the structure
- Attend monthly Board meetings and submit reports as required. Seek approval from the Board for expenditures related to the proper maintenance of AH

**Communications & Outreach:**

- Contribute to organizational efforts to combat human trafficking and gender-based violence relationships locally, nationally, and internationally
- Communicate with the public via the organization's email
- Identify new resources and services in the community. Build partnerships with coalition members/providers and work with program staff to connect clients to available resources
- Build and maintain relationships with community resources and services, health services, relevant coalition and advocacy groups, and law enforcement agencies
- Consult with community stakeholders to identify the housing needs in the community. Report your findings to the Board and make recommendations to assist AH in identifying an underserved target population, and structure its transitional housing and counselling programs to best meet the needs of that population

Other Duties:

- Communicate with the public via the organization's email
- Represent AH at fundraisers, meetings with donors/potential donors, public speaking engagements, and in the media
- Attend monthly Board meetings and submit reports as required. Seek approval from the Board for expenditures related to the proper maintenance of AH
- Other duties as required

Qualifications:

- Relevant post-secondary degree in Social Work, Social Science, Psychology, or other relevant Human Services degree
- Registration in a regulated Human Services field is an asset
- 3 or more years of related professional experience, preferably with vulnerable populations in social service, or non-profit settings. Case management and/or victims' assistance experience and/or trauma-informed care experience would be an asset
- 3 or more years of experience in a management position and staff supervision, preferably within the non-profit sector
- Excellent oral and written English language skills
- Case management and/or victims' assistance experience and/or trauma-informed care experience
- Experience in engaging and networking with community organizations
- Fluency in an additional language(s)
- Strong organizational skills; detail-oriented
- Skilled proposal and grant writing skills
- Diplomacy and problem-solving skills
- Computer literacy; database experience preferred
- Ability to work independently and be a flexible team player
- Empathy, and cultural sensitivity, coupled with an anti-oppression, social justice, and gender justice approach

The Aurora House and Mennonite New Life Centre are committed to employment equity initiatives. We encourage applicants from the communities we serve and members of ethno-racial, aboriginal, immigrant, refugee, LGBT, and disabled community groups to apply and self-identify. Internal and external candidates may apply. The AH and the Centre welcome the opportunity to discuss accommodation and ensure fairness in our hiring process.

Please note that only candidates to be interviewed will be contacted.

Please apply by sending your resume and cover letter in a single MS Word or PDF document to Human Resources at jobs@mnlct.org by August 30th, 2022. Please quote reference #AHPC2022 in the subject heading of your application.

For more information about the Mennonite New Life Centre visit www.mnlct.org