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Join our Amazing E Fry Ottawa Team!

Program Coordinator – Drop-In and Gateway Group Facilitator (Contract)

The Elizabeth Fry Society of Ottawa is a not-for-profit, feminist community agency offering programs and services to women and men in conflict with the law. The Program Coordinator – Drop-In and Gateway Group Facilitator provides a welcoming, barrier-free, safe space for feminine and non-binary folks to access integrated services including social supports, mental health and addiction supports, workshops and activities to support success. This is a part-time position in a unionized environment.

Job title: Program Coordinator – Drop-In and Gateway Group Facilitator
(six-month contract with possibility of extension)

Reports to: Associate Manager, Community Engagement

Hours: 20 hours/week

Language: English Essential (Bilingual is an asset)

Salary: \$21.61/hour

Core Responsibilities

Our Program Coordinator – Drop-In and Gateway Group Facilitator provides a welcoming safe space for feminine and non-binary folks to spend time, participate in programming and socialize with peers. Using a client-centred, trauma-informed approach, the Facilitator will support participants, including those affected by mental health and substance use, to enjoy and engage in activities and conversations together. This position requires mostly daytime work with some regular evening work. The Program Coordinator is responsible for planning and facilitating two programs: Drop-In, and Gateway, with responsibilities for each as set out below.

Drop-In Program Responsibilities

- Coordinate the donations of clothing, foodbank, hygiene products, harm reduction supplies, and maintain donations in the Drop-in space
- Facilitate three weekly Drop-in group gatherings at scheduled times (as COVID-19 public health guidelines permit), including participating in inclusive conversations that support participants in moving forward with their life goals
- Plan and organize occasional workshops and activities of interest to participants, including to support new skills and personal development
- Connect participants to the appropriate staff or services in the agency or in the community
- Advocate for clients and liaise with community-based agencies as needed

Gateway Program Responsibilities

- Coordinate and facilitate a weekly group for women involved in the sex trade in a way that promotes safety, confidentiality and acceptance
- Provide primary support, programming, advocacy, resource referral, and crisis intervention to participants
- Plan for and organize refreshments, activities and occasional workshops
- Network with other community agencies and drop-ins that provide similar services, and actively participant in relevant committees

Other responsibilities

- Promote and deliver on the mission, vision and values of our organization, including providing compassionate support and taking a trauma-informed approach to all client activities
- Track and maintain information for reporting purposes (while maintaining client confidentiality)
- Participate in monthly staff meetings
- Undertake other duties as may be assigned by the Manager, Community Engagement to improve or enhance the delivery of service.

Qualifications

Required education and experience

- Lived experience with the criminal justice system (preferred)
- Experience working with marginalized feminine and non-binary folks who face multiple barriers such as poverty, systemic discrimination, disproportionate criminalization and housing instability
- Experience facilitating groups
- Experience and/or education equivalent to a post-secondary degree in social work/related relevant field
- Valid First Aid/CPR and Non-Violent Crisis Intervention certification required within the first six months

Required knowledge, capacity and commitment

- Demonstrated experience and/or understanding working with marginalized people and people of diverse cultures and abilities in a community-based setting
- Excellent interpersonal skills and ability to establish and maintain trust relationships
- Demonstrated ability to exercise strong decision-making skills and deal with unpredictable situations
- Strong crisis intervention and de-escalation skills
- Creative, innovative thinker able to inspire and engage others
- Solid understanding of factors that contribute to women's involvement in the criminal justice system and the systemic causes of the over-representation of Indigenous women in the criminal justice system
- Strong understanding of client-centered, trauma-informed and anti-racism, anti-oppression practices
- Thorough understanding of and experience working with people with complex social needs including homelessness, mental health issues, addictions and trauma
- Ability to cope with challenging situations and clients where there is the potential for confrontation, aggression and/or exposure to violence
- Understanding and awareness that clients may be exposed to environments that include pest issues – and the ability to work with others to prevent and manage pest outbreaks if/as they arise
- Excellent verbal and written communication skills
- Organized, highly skilled with time management and planning

Apply by 4:00 pm, Monday, September 26!

Please send a **résumé** and a **cover letter** to Becca Bouchey, Associate Manager, Community Engagement, at: Becca.Bouchey@efryottawa.com

Tell us how you meet or exceed the above requirements and any of the following “great to have” qualifications...

- Knowledge of local community resources
- Non-violent Crisis Intervention (NVC) training /ASIST and/or other relevant training
- A genuine interest in working with vulnerable women and gender-diverse people with care and empathy
- Indigenous heritage