

**WRRC Position Posting**

**Job Title: Program Support Coordinator**

At the Women’s Rural Resource Centre of Strathroy and Area (WRRC), we are leaders of the women’s movement in our local community: deepening understanding, fostering connection and casting vision for a world governed by principals of peace and not patriarchy. We use a feminist lens and anti-oppressive framework to deliver prevention, education and crisis response to women and their families who have been impacted by violence and abuse in rural Middlesex. This includes a 24 hour helpline and emergency shelter, risk assessment and safety planning, advocacy, system navigation, counselling, groups and programming, a community garden and food cupboard, as well as leading community development and collaboration. We have a bold vision to expand our agency through innovative partnerships while responding to emergent needs by experimenting, evolving and recreating ourselves to best serve the community we share.

**Summary:** WRRC is seeking a strong woman-centred individual.

Summary: Reporting to the Senior Manager and working closely with the Residential Manager, and WRRC Women and Family Services Team, the Program Support Coordinator is accountable for providing various levels and types of support to Programs offered by WRRC. The role acts as a senior level resource supporting the smooth functioning of the shelter operations and provision of a safe and supportive environment for women and families impacted by violence and abuse.

Using a feminist, trauma-informed framework, the Program Support Coordinator works within the organization contributing to a safe and welcoming environment to support a woman and her family impacted by gender-based violence.

We are looking for an individual to join our team who cares about the same things. As a team, we aim to stretch, grow, challenge and champion each other, knowing we can only serve others well when we too are healthy and alive. If this stirs a fire in your belly, then consider joining our team!

**Reporting Relationship:** This position reports to the Senior Manager of programs and Operations.

**Job Specifications:** Support the organization in the delivery of services to women and their families through administrative and facilitative processes.

Ensure that program operations are functioning smoothly and at the most optimum for efficient and effective service provision.

**Scope, Activities & Key Milestones**

**•** Acts as a Women & Family Advocate in a back-up capacity, as required. Transitions women’s cases to appropriate Advocate to ensure women centered support is provided.

• Facilitates the appropriate orientation and training of staff, volunteers, and students.

• Supports the Residential Manager by providing staff with accurate and up to date information on other agencies.

• As an expert in the Women In Safe Housing (WISH) system, provides training and support to all staff within the organization.

• Oversees, maintains, trains on and provides input on standards for the recording and storing of information specific to client files.

• Participates in and supports the full cycle recruitment and selection of staff positions and volunteers, as requested. This includes posting, preliminary screening, notetaking in interviews, completing references, and generating offer letters for the Manager’s review and approval. Ensures all required documentation (police checks, medical information, and references) is completed and filed appropriately.

• Participates in various staff meetings specific to program operations.

• Maintains staffing and volunteer schedule for shelter services ensuring appropriate 24/7 coverage is in place.

• Supports shelter operations and access including arranging for building entry/access codes/cards, and arranges for phones. Ensures that the shelter operations are always safe and secure.

• Supports the implementation of Ministry of Children, Community & Social Services shelter standards. Actively adheres to and supports others adherence to all required legislation and standards.

• Reviews and maintains Emergency Procedures Operations Manual, providing required training to all WRRC staff. Completes quarterly fire drills.

• Ensures building systems are functioning and regularly maintained (alarms, doors, cameras, exterior lighting and fencing, etc.) as recommended by suppliers and required by legislation. Provides training on alarm systems as required. Ensures all food stores comply with legislative requirements.

• Acts as a resource in the development and implementation of the annual capital improvement plan as delegated by the Senior Manager.

• Acts as a representative on the Health & Safety Committee. Maintains WRRC’s health & safety Boards and ensures Health & Safety information is updated and communicated throughout the organization. Takes and distributes meeting minutes.

• As required, researches the requirements and availability of equipment, appliances’ and resources, considering the most economical options, moving forward with purchases.

• Purchases needed items and supplies within pre-authorized budget.

• Coordinates the purchase of required items (groceries, prepared food, and related supplies) using pre-set accounts and organization credit card.

• Ensures WRRC vehicles are maintained appropriately and documentation is up to date.

• Receives, records, coordinates, and tracks ‘in-kind’ donations, ensuring items are appropriately recorded including collecting donor information.

• Participate in committee meetings as assigned.

• Other duties as assigned.

**Required Qualifications:**

**a.** Community College diploma in a Social Service Worker program or equivalent post-secondary education and experience. BSW or BA in Social Work would be an asset.

b. Fluency in other languages an asset

c. Minimum 2 years of related experience in the field of gender-based violence including the provision of administrative support. Preference will be given to experience obtained in a residential setting.

d. A demonstrated understanding of feminism, the women’s movement, anti-racism/anti-oppression and trauma informed practice.

e. Demonstrated mentorship ability in a manner in which supports the agency’s philosophy of leadership and growth of staff and program

f. Demonstrated women’s advocacy skills and effective child/women-centered practice delivery.

g. Excellent communications, listening and assessment skills.

h. Outstanding knowledge of computer office technology and applications

i. Valid driver’s license; access to a reliable vehicle and proof of adequate insurance; willingness to facilitate transportation to appointments/shelter transfer, etc. as deemed necessary/appropriate to care.

j. Clean driver’s abstract; Clear current Police Vulnerable Sector Check (PVSC)

k. CPR, First Aid (ASIST, CPI an asset)

**Working conditions:**

This position is offered as a contract until December 2022.

Working 37.5 hours per week.

This position may require variable day, evening, night and/or weekend hours.

**Physical requirements:**

Requirement to lift and carry items

**Direct reports**

None

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**Physical Requirements:**

Requirement to lift and carry items

**Closing Date: Friday, January 14th, 2022 at 5:00 pm**

**Submit Cover Letter and Resume by email to:** [**WRRCApplications@wrrcsa.org**](mailto:WRRCApplications@wrrcsa.org)**.**

\*No phone calls please. Only those selected for an interview will be contacted.\*

**\*Please ensure Cover Letter & Resume are saved as ONE .pdf file, titled:**

**<LAST NAME, First name – Position>**