

Program Coordinator Job Description & Required Qualifications

Job Title: Program Coordinator

Departments: Client Services Program, Food Program, Community Wellness Program

Reports to: Director of Programs

Background & Position Overview

GBF Community Services is a not-for-profit social enterprise located in Grimsby Ontario. Our mission is to meet our clients' basic needs and promote wellness throughout our community, while providing a safe and rewarding environment for our Board of Directors, staff and volunteers.

GBF's wellness services involve three programs:

1. The **Client Services Program** has been steadily growing for well over a decade. The program focuses on improving the lives of low-income individuals and families. This involves the provision of funding and/or subsidies in the following areas: housing, utilities, vision and dental care, transportation assistance, plus much more.
2. The **Food Program** is GBF's longest running program and is fundamental to the wellbeing of our clients. Addressing food insecurity and preventing hunger for our clients is a priority focus.
3. The **Community Wellness Program** is our most recent addition and is focused on helping our community attain physical, mental, social, and environmental wellness. This involves providing the knowledge and tools needed for a person to identify their wellness priorities (those things that matter to them) and practice self-care.

Fundamentally, the Program Coordinator is expected to effectively collaborate with a team of Program staff to continually strive to grow and improve our Programs to meet the needs of both our clients and our community. This position will involve primarily working in the **Client Services Program**, as well as supporting the Food and Community Wellness Programs on an as-needed basis. The ideal candidate will have: a) a social services background, b) experience in coordinating and implementing client-related programs, and, c) a passion for promoting health and wellbeing.

Essential Responsibilities

Client Services Program Operations (Primary Focus)

- Conduct the intake process with potential clients, which includes the following:
 - An initial interview to: a) conduct an assessment of a client's needs, challenges, and strengths, plus b) determine their eligibility to receive subsidized services from GBF.
 - A detailed wellness assessment to determine which services from GBF, and/or external service providers, they can benefit from receiving.
 - Referral(s) to external providers to receive information, counseling, support, and various other services that GBF does not provide.
- Complete the initial registration process for new clients and re-register them annually.
- In compliance with policies and procedures, arrange and deliver funding and services from GBF as needed.



- Complete client financial applications and assist clients with completion of other relevant applications, plus counsel them on how to present themselves positively to outside agencies and professionals.
- Educate and inform clients to enable them to address their wellness needs, e.g., eating affordably, staying active, seeking health care when needed, living within their means, seeking employment support, creating a safe and comfortable home, etc.
- Provide coaching to assist clients in developing skills to deal with and resolve their social and personal problems.
- Assist with data collection, analysis and reporting as required, including provision of the monthly Client Services Program report to the Director of Programs.

Following development of proficiency in delivering the Client Services Program, training will be provided to enable this position to provide support on an as needed basis in the Food Program and Community Wellness Program. This approach provides GBF a contingency plan to ensure all Program Coordinators are capable of covering for each other when staff are absent.

The essential responsibilities for the Food and Community Wellness Program Coordinators are as follows:

Food Program Operations

- Manage the day-to-day operations of the Food Shopping area and Food Bank Warehouse.
- Plan, coordinate and manage the on-going operations of food related initiatives such as the following:
 - Holiday Hamper initiatives, including food and product collection and packaging.
 - Food drives within GBF's catchment area.
- Ensure food services are delivered in an appropriate, high quality manner and in compliance with pre-established policies, procedures and guidelines.
 - Ensure compliance with Workplace Health & Safety regulations.
 - Implement ongoing warehouse safety procedures; regularly conduct and document warehouse inspections.
- Liaise between grocery store representatives and food donors.
- Ensure all food supplies are purchased and or secured on a weekly and monthly basis.
- Oversee recording of all in-coming donations and weight of food products.
- Prepare the monthly statistical report for food donations and drives.
- Assist with data collection, analysis and reporting as required, including provision of the monthly Food Program report to the Director of Programs.

Community Wellness Program Operations

- Develop/distribute wellness materials and information resources to promote awareness and engagement in GBF's wellness promotion initiatives.
- Organize, coordinate and facilitate wellness courses, workshops, speakers, and social events on topics such as: self-care, making healthy good choices, budget management, and social connections.

- Provide clients wellness coaching, offering guidance and support in achieving wellness goals and implementation objectives.
- Collect data (qualitative and quantitative) and maintain accurate documentation of participation and outcomes from wellness events and activities.
- Determine the effectiveness of wellness initiatives by collecting shared stories and outputs from surveys and evaluation questionnaires. Based on the analysis results, make recommendations for improvement as needed.
- Collaborate with external service providers to provide access to additional wellness resources and services that GBF is not able to provide.
- Stay up to date with the latest trends and best practices in community wellness. As relevant, propose innovative ideas to enhance our Community Wellness Program.
- Increase GBF's reputation and eminence by serving as a visible and influential spokesperson, advocate, and promoter of our Community Wellness Program.
- Assist with data collection, analysis and reporting as required, including provision of the monthly Wellness Program report to the Director of Programs.

Additional Requirements

- Participate in setting annual priority goals and implementation actions that are aligned with GBF's Business Plan.
- Ensure all goals, actions, targets and milestones are completed on time and within budget.
- Assist with recruiting, training and coordinating volunteers to ensure adequate workforce resourcing in all three Programs.
- Assist with development of monthly volunteer work schedules.
- Ensure volunteer sympathy cards, etc. are distributed monthly.
- Maintain housekeeping of the Client Services offices, Food Warehouse, Food Shopping area, and surrounding internal areas.
- Be able to regularly lift and/or move objects up to 20 pounds, frequently lift and or move objects up to 50 pounds, and occasionally lift and or move objects that weigh more than 100 pounds (with mechanical and/or person assistance).
- Ensure Workplace Health & Safety requirements are met, and documentation is filed.
- Engage in ongoing training to attain advanced skills in the application of Microsoft Office, and other applications as required.
- Work one Saturday per month on an as needed basis, as agreed to by the Director of Programs.
- Adjust hours of work (occasionally) to work after hours for events and third party fundraising events.

Role Expectations:

- Participate in impact goal development for all three Programs, target setting, and implementation of objectives as per the Business Plan.
- Participate in strengthening current partnerships, and creating new relationships, with the goal of engaging in collaborative opportunities to provide access to services GBF does not provide.
- Adhere to all GBF policies and procedures and ensure that others do the same.
- Participate in relevant professional organizations as a representative of GBF.
- Demonstrate a high level of professionalism and integrity, promoting GBF Community Services' values, vision and mission.
- Demonstrate compliance with maintaining confidentiality and privacy of both personal and organizational data and information.
- Maintain strong, professional, interpersonal verbal and written communication at all times.
- Display a positive attitude and continually seek ways to improve effectiveness, efficiency, productivity and profitability within the three Programs.
- Promote and foster an environment in which proactive thinking and creativity are encouraged and rewarded.
- Work effectively with a diverse group of individuals, including volunteers and GBF clients – either independently with minimal supervision, or applying a collaborative team approach.
- Provide a positive role model for all employees and volunteers.
- Demonstrate excellent time management skills in a fast paced, dynamic environment.
- While prioritizing and/or multi-tasking, pay attention to detail and accuracy.

Note: Nothing in this job description restricts Management's right to assign or reassign duties and responsibilities to this job at any time.

Required Qualifications

- Minimum of a Bachelor degree in a related field such as social services, health promotion, public health, or wellness management.
- Minimum of 2 years of experience in coordinating and implementing programs in an organizational/agency setting required (non-profit experience preferred).
- Certification and experience in social counselling, case work, wellness coaching, nutrition, fitness, or a related field is highly desirable.
- Proficiency in Microsoft Office Suite and laptop technology platforms.
- Knowledge of applicable laws, regulations, and best practices related to workplace wellness.
- Ability to travel occasionally to attend events and conferences.
- Awareness of cultural and diversity considerations in program development and implementation.
- Certification in first aid and CPR.

