March 6, 2020

**JOB POSTING**

POSTING NUMBER: 2020-13

POSITION: Program Coordinator
         Regular Full-Time

UNION: HEU – MPA Certification

PROGRAM: Resource Centre
         Vancouver

SALARY RANGE: Grid 35: $25.14 – $27.15

HOURS OF PAY: 37.5 hours per week

SCHEDULE: Monday to Wednesday: 0930 hrs to 1730 hrs
       Saturday: 1100 hrs to 1900 hrs
       Sunday: 1030 hrs to 1830 hrs

START DATE: ASAP

All candidates subject to a criminal records check.
Qualifications and job description attached.

Please indicate posting number 2020-13 when sending applications and resumes to
hr@mpa-society.org

Internal applicants no later than 4 p.m. Friday, March 13, 2020.

** Days and hours of work may change.

cc Union
    File
Job Description – Program Coordinator
Resource Centre

Classification Benchmark: Residence Coordinator

Grid Level: Grid 35

Collective Agreement: Community Subsector Association

Reports To: Manager, Resource Centre

Job Summary

The MPA Resource Centre provides a safe community setting where our service users can socialize and engage in peer support in a welcoming and non-judgmental environment. Resource Centre staff provide services which enhance the quality of life of individuals living with mental illness, through the identification, coordination and facilitation of available in-house and community resources.

MPA Resource Centre employees must be committed to the mission, philosophy, values and beliefs of MPA Society. This commitment includes an understanding, acceptance and practice of the principles of Psychosocial Rehabilitation and harm reduction strategies as well as an understanding of the social determinants of health. The Resource Centre Coordinator will oversee the day-to-day operation and maintenance of the Resource Centre.

Functions & Responsibilities

1. Meets with clients to determine suitability for the Resource Centre, informs clients of program policies and procedures, and makes referrals to other programs as required.

2. Coordinates staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orientating new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.

3. Assists in recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions and participating on interview panels.

4. In consultation with the Resource Centre Manager, develops and oversees the implementation of programming to meet the diverse needs of our service users. Participates in case and/or program planning with Members and/or collateral service providers and/or community partners and/or staff to meet the needs of the Members and the community.
5. Advocates for service users by problem solving in areas such as financial assistance, housing assistance, accessing community resources, and obtaining volunteer placements. Provides crisis intervention in situations such as medical emergencies and client disputes.

6. Assists in the preparation of the budget for assigned programs and/or service, monitors and authorizes budgeted expenditures, and assists with financial reports and payments. Maintains related records and reports.

7. Ensures the maintenance, cleanliness, and safety of program site. Contacts outside contractors for maintenance work as required. Ensures the program’s inventory of supplies is maintained by performing duties such as contacting outside suppliers and following up on discrepancies.

8. Acts as a liaison with community agencies and promotes and encourages community involvement in the program.

9. Provides direction to clients and/or volunteers and monitors and assists as required.

10. Implements and oversees the day to day operations of the Community Resource Centre.

11. Fulfills all functions and responsibilities of Resource Centre Mental Health Worker as needed.

12. Performs other related duties as assigned.

**Education, Training & Experience**

1. B.A. in Behavioral Science or Diploma in Community Social Service – Mental Health specific preferred.

2. A minimum of three (3) years’ experience in a similar setting with a mental health or addictions related agency, with responsibility for front line service delivery, crisis intervention, debriefing and support, conflict resolution and case planning or an equivalent combination of education, training and experience.

3. Three (3) years’ experience working with people with mental illness or those at risk of homelessness and a demonstrated commitment to promoting empowerment and individual/group advocacy.

4. Formal leadership training and two (2) years’ experience providing leadership in a team setting, including motivating, coaching and providing feedback to team members, or equivalent combination of training and experience.

5. Experience in monitoring and evaluating programs and prioritizing and assigning front line services.
6. Extensive working knowledge of psychosocial rehabilitation approaches and services including individual service plan development and implementation and life skills training.

7. A solid background and knowledge of concurrent disorders with related work experience.

8. Satisfactory criminal record check.

9. Valid Class 5 Driver’s License.

10. Satisfactory result from a TB skin test.

Skills & Abilities

1. Excellent communication and problem-solving skills and demonstrated ability to work effectively with a diverse group of players, other frontline workers, mental health consumers, community agencies, management, government and the general public.

2. Ability to work independently and in cooperation with others, and to exercise initiative and good judgment.

3. Solid understanding of community mental health, social service, legal, and forensic resources.

4. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.

5. Ability to plan, organize, and prioritize.

6. Computer skills, word processing, excel and data entry.