



Internal/External Job Posting

Program Coordinator

Tropicana Community Services, a Toronto-based multiservice organization, provides all youth, newcomers, people of Black and Caribbean heritage and others in need with opportunities and alternatives that lead to success and positive life choices. Our mission is achieved through culturally appropriate programs such as counselling, child care, educational and employment services, and youth development.

Primary Function: To manage the daily operations of the Toronto Youth Job Corps program.

Areas of Responsibility:

- Coordinate and implement all of the daily activities of the Youth Job Corp Program to ensure that the goals, objectives and outcomes, as specified in the guidelines and contractual agreements are accomplished.
- Monitor results and adjust program implementation plans to improve performance
- Supervise daily operations and ensure smooth delivery and coordination of program activities
- Market services to employer community and conduct presentations to business groups and trade associations.
- Develop and implement an outreach strategy to promote the program to youth, local high schools and youth serving organizations to ensure that our services are widely known in the community
- Liaise with community partners, develop networks and establish partnerships with key stakeholders
- Support staff to identify non-profit organizations and connect youth with these organizations to acquire hard skills
- Monitor individual work plans and conduct performance appraisals
- Assist in the hiring of program staff, conduct orientation and training for new staff members and volunteers
- Ensure information in Internal database and Client Tracking Management System is accurately captured.
- Conduct monthly file audits and provide feedback to program staff
- Work collaboratively with other program Coordinators to ensure an integrated service delivery and effective relations amongst teams
- Prepare monthly reports for Director, statistical information and coordinate other administrative duties as required
- Design/develop pre-employment workshops, including assessments, orientation sessions, group sessions and activities
- Coordinate staff schedules and timesheet submissions
- Support staff in program delivery where required, including group sessions and/or individual support sessions with clients
- Participate actively in team meetings and activities
- Support, engage and motivate TYJC team.

- Promote professional development.
- Develop partnerships with employers and engage them in areas to enhance training and employment services for clients.
- Coordinate the implementation of program guidelines and procedures to ensure that the agency achieves placement targets and positive outcomes.
- Monitor program expenditures and prepare monthly reports
- Support staff in developing job placement opportunities in keeping with clients interests and ensuring high retention rate
- Evaluate results record weekly activity and submit a report to Director
- Adhere to the policies and procedures of Tropicana Community Services Organization as outlined in the policy manual
- Represent the organization in a professional manner at all times

Health & Safety

Proactively supports the health and safety of the organization.

- Follows all Health & Safety rules and regulations as prescribed by the Act.

Other Duties

Proactively contributes to the organization.

- Initiates or assists with other projects as required.

Skills & Qualifications:

- University degree in Business Administration or Marketing
- Strong knowledge and expertise in delivery and coordination of youth programs
- Demonstrated understanding of youth risk factors and strength based interventions
- Knowledge of current labour market trends
- Exceptional presentation skills
- Excellent written communication and interpersonal skills
- Excellent organizational skills and initiative
- Self-directed and results-oriented (ability to set priorities and remain focused on result)
- Ability to multi-task in a fast-paced environment
- Ability to work in a multicultural/multiracial environment
- Creative problem solving and demonstrates a high level of independence of action, conflict resolution and decision making
- Experience motivating, engaging, supporting and developing teams
- Strong research and attention to detail
- Work experience in a nonprofit sector/social service setting
- Solid working knowledge of Employment Ontario programs
- Experience facilitating career and employment workshops
- Computer literacy (knowledge of Microsoft applications and Internet)

Service Recipients:

- Youth 15-30

External Contacts:

- Employers interested in recruiting employees and participating in the skill development of young people

Working Conditions:

- Location Tropicana Community Services
- Environment
- Mobility Travel required; car essential
- Hours 9:00 a.m. – 5:00 p.m. generally; will vary according to needs
- Extended Hours Occasionally
- Dress Code Professional business attire

Reports to: Director

Email Resume: opportunities@tropicanaemployment.ca

Closing: Monday, June 9th, 2017 at 5:00 pm

We thank all candidates for the interest shown, however, only those selected for an interview will be contacted. No telephone calls please. Criminal reference check is required.

Tropicana Community Services offers accomodation for applicants with disabilities in our recruitment processes. If you are contacted, please advise if you require accomoation.