



The Compass Food Bank & Outreach Centre

Program & Client Coordinator Job Posting

Are you passionate about making a tangible difference in people's lives? Do you thrive in a supportive environment where your empathy and organizational skills can truly shine? The Compass Food Bank & Outreach Centre is looking for a dedicated **Program & Client Coordinator** to join our team and help us continue providing "help for today and hope for tomorrow."

At The Compass, we offer a safe and welcoming space for individuals and families seeking assistance. As our Program & Client Coordinator, you'll play a vital role in the daily operations of client intake and support services, working directly with those in need. Reporting to the Client Services Manager, you'll be an integral part of our management team, contributing to our mission and impact.

What You'll Be Doing:

Client-Focused Support

- **Coordinate** our Client Services team, including dedicated volunteers and co-op students.
- **Assist** with all aspects of Client Services, from new client intake processes to providing ongoing support as clients access various services.
- **Execute** essential client processes, such as assessment, counseling, monitoring, referrals, case conferencing, and follow-up for clients.

Community Outreach & Collaboration

- **Meet regularly** with on-site community agencies to foster strong communication, problem-solving, and collaborative efforts.
- **Identify and develop** robust off-site community resource connections, ensuring clear referral procedures.
- **Act as the primary contact / attendee** for relevant community working groups.

Administration & Coordination

- **Participate** in monthly Client Service meetings to discuss new initiatives, industry standards, professional development, and team feedback, promoting communication and problem-solving.
 - **Follow** our service plan program for client care and goal tracking.
 - **Coordinate** specialty programs, including eligibility, purchasing, and distribution of supplies.
 - **Oversee** enrollment for subsidized summer camp registrations, back-to-school registrations and proactively seek new subsidy opportunities to expand our reach.
 - **Maintain** accurate data and statistical retention.
 - **Procure** applicable training for the team.
 - **Keep a fluid document** of community resources and referrals up-to-date.
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What We're Looking For:

- An education **in the Social Service Field or equivalent**, two or more years of direct social work experience would be an asset, ideally working with low-income or at-risk communities.



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- **Strong organizational and multitasking skills** with a keen eye for detail.
- **Exceptional listening and customer service skills**, demonstrating genuine empathy and understanding in a non-judgemental way.
- **Excellent verbal and written communication skills.**
- The **ability to establish and maintain positive working relationships** with management, staff, volunteers, clients, and community agencies.
- **Strong problem-solving skills**, with experience in de-escalation techniques being a significant asset.
- A solid **awareness of factors leading to poverty and homelessness**, and an open, non-judgmental attitude towards individuals facing low income, mental illness, addiction, and/or disabilities.
- The **ability to work independently**, take initiative, and assume responsibility with minimal supervision.
- An **enthusiastic, creative, and positive mindset.**
- **Supervisory experience** is considered an asset.
- **Strong computer literacy** is considered an asset.
- **Experience in the not-for-profit sector** is considered an asset.

Important Details:

- This is a **full-time position entry level position** with a work week consisting of 35 hours.
- The salary range for this position is \$40,000 - \$46,000 per annum
- Most hours will be Monday through Friday, with some evening and weekend work required. Your time will be spent on-site, working directly with clients.
- A **Level 3 Vulnerable Sector Police Check** is required prior to commencing work.
- A **Standard First Aid certificate** is required.

Ready to Make a Difference?

If you're a compassionate and skilled professional looking to contribute to a vital community service, we encourage you to apply! Join The Compass Food Bank & Outreach Centre and help us continue providing hope and support to those who need it most in Mississauga.