



COMMUNITY CONNECTOR

Permanent, Full Time

\$19.81/hour

At Community Support Connections, we wake up each morning energized about the difference we make in the lives of our clients; people who could be your parents, grandparents, friends, or neighbours. Working with hundreds of amazing volunteers, donors, and community partners, we provide a wide range of community supports for older adults and people with different abilities to help them live at home with independence and dignity – something we all deserve. We are truly caring and client-centered, and are constantly innovating; looking for new and better ways to provide the best care and supports possible.

Passion and commitment permeate everything we do. Driven by our values, we treat our clients, volunteers, donors, and each other, with dignity and respect. We recognize that diversity is the foundation for understanding the needs of our stakeholders. We believe the best way to serve our clients and volunteers is to create an environment and culture that empowers our staff to be as productive and happy as possible.

That includes:

- Versatile work options including flexible hours or working from home
- Generous benefit days and group RRSPs
- Competitive health and dental benefits
- Access to our Employee Assistance Plan
- Onsite exercise facility and programs
- On-site hot lunch options from our own kitchen
- Free parking

If what we do resonates with your core values then we want to hear from you!

The Role: Working closely with the Connector Team, the Community Connector is responsible for providing on-site support and service coordination to clients living in the community. Responsibilities include identifying client needs through the preliminary assessment process, identifying services to meet needs, developing service plans and collaborating with community partners to ensure that service needs are fully integrated to meet the needs of the client.

You:

- Are passionate about activity, engagement, well-being and making positive change in our community
- Are ready to take engagement, service delivery and care coordination to the next level
- Love meeting new people, celebrating individual and community strengths and connecting people to services

- Understand and believe that:
 - Belonging is critical to our health and well-being
 - It can be difficult for clients to ask for and then find the help they need to live independently and with dignity – but that we can make it easier by meeting people where they are
 - We all have challenges and strengths
 - Coordinating services is relational rather than transactional
 - Listening is essential
 - Data and background work are essential to be effective with engagement and service delivery
- Love working as part of a dynamic, responsive and ever changing team
- Are ready for a challenging new opportunity.

The successful applicant will:

- Work collaboratively with:
 - All Community Support Connections teams to build and sustain our ability to meet current, emerging and future client needs
 - Community partners to maximize service delivery opportunities, identify and address gaps in service
 - Clients and caregivers to develop service plans that meet their needs
- Engage and respond to current and potential clients by:
 - Occasionally leading dining and other social opportunities in different community locations
 - Conducting home visits, assessments and regular follow up calls
 - Providing interim direct service by assisting clients with laundry, homemaking, etc. while we connect them with ongoing services that meet their needs
- Accurately record client information in a timely manner.

Education/Qualifications

- Ability to speak languages other than English (especially Portuguese, Spanish, Serbian and/or Romanian) considered an asset.
- Experience working with seniors and/or adults with disabilities
- Developed assessment skills and/or experience facilitating group exercise classes are assets
- Diploma/degree/certificate in a related field and 2-3 months related professional experience or equivalent combination of education and experience
- Valid Driver's License and daily access to a reliable vehicle for business-related travel
- Current First Aid/CPR A Certificate

Working Hours & Environment

- Willing and able to work occasional evenings and weekends
- Willing and able to work occasionally from home office, for the duration of the pandemic
- Extensive computer and telephone use

If this role sounds like the opportunity you have been looking for to challenge yourself, we would love to hear from you!

Please submit resume and cover letter though <https://ca.indeed.com/>, clearly identifying the unique attributes you bring to the position by **November 20, 2020**.

We are happy to accommodate the needs of qualified applicants under the Ontario Human Rights Code and Accessibility with Ontarians with Disabilities Act (AODA) in all parts of the hiring process.

No phone calls or emails please. Only those applicants selected for an interview will be contacted.

IMPORTANT: Please note that some of the above functions and responsibilities have been reduced and/or are being performed in a different capacity (including virtually) during the pandemic. Regular business activities will resume when it is safe to do so.

For more information about Community Support Connections please visit:

www.communitysupportconnections.org

COVID-19 considerations:

Community Support Connections has a comprehensive COVID-19 Policy and Safety Plan; all appropriate precautions will be taken during the recruitment process and upon hire.