



WHOLE WAY HOUSE
RECONNECT. REBUILD. RECENTER

Program Coordinator

Job Description

October 2021

Department: Programs
Location: Various, Vancouver, BC
Reports to: Programs Manager, Operations Manager

Job Summary:

With the goal of building a healthy and supportive community and a safe and stable housing environment, the Program Coordinator will work creatively with new and existing residents to engage them in Whole Way House's community building programs. The Program Coordinator's primary task is to work within the budget to plan and deliver community building programs to vulnerable residents in the Downtown Eastside while creating a safe and welcoming environment for residents to ReConnect, ReBuild and ReCenter in.

This will include keeping excellent data records, establishing supportive relationships with the residents, engaging residents in programs, providing spiritual care, mentorship and access to Christian resources, and leading devotional times and prayer for residents at Union Gospel Mission and other partner buildings. The Program Coordinator will also recruit, coordinate and train volunteers and provide opportunities for feedback and growth. The Program Coordinator will work closely with Tenant Support Worker(s) to collaborate information, develop support plans and help residents access the resources they need and be part of an amazing team committed to improving the lives of the residents we support. The Program Coordinator will spend the majority of their time facilitating programs as well as preparing for and reporting on them.

Main Duties and Responsibilities:

- Set up and facilitation of programs (daily, weekly, monthly, special)
- Take inventory and coordinate supply orders
- General office and van cleaning
- Hosting and coordinating volunteers and partner organizations for programs (and/or working with a volunteer coordinator)
- Provide resources of the Christian faith, spiritual care, guidance and mentorship to residents in accordance with the statement of faith from Whole Way House and Union Gospel Mission
- Facilitate access to spiritual resources and community based programming
- Developing respectful and trusting relationships with clients
- Developing service plans and goals in partnership with clients and TSWs
- Developing and implementing strategies in partnership with clients and TSWs
- Work collaboratively in a team and with partner agencies
- Providing a safe space for guidance and support for the residents, including engaging them in participating in programs and accessing resources available to them
- Keeping up to date and accurate records regarding resident and program data, progress, success, feedback and potential development
- Assisting the Programs Manager and Operations Manager with organizing and coordinating, workshops and special events

Requirements, knowledge and experience:

- University degree and/or Community College Diploma in social services or related field preferred
- Experience in community mental health, forensic mental health and crisis intervention an asset



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- Experience working with homeless individuals preferred
- Working knowledge of psycho-social rehabilitation and recovery principles an asset
- Experience in direct services delivery to adults in poverty with mental illness and concurrent disorders and addictions
- Able to effectively identify and solve problems and follow through on initiatives
- Excellent interpersonal skills
- Excellent written, reading and verbal communication skills.
- Good assessment skills
- Agreement with Whole Way House's Mission Statement and Statement of Faith
- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organization and its clientele.
- Related experience working with community support programs and one on one counsel
- Valid Class 5 driver's license preferred
- Proficient use of Microsoft Office and Google Drive, as well as both PC and tablet technology
- Ability to work independently; self-motivated and disciplined. Ability to work with a team, cooperative, contribution-oriented.
- Willing to complete relevant courses and workshops (provided by WWH or our partners) as assigned by the Operations Manager

Behavioural Competencies:

- **Adaptability / Flexibility** - Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Collaboration and Network Building** - Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organizational objectives.
- **Self-Care** - Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual and emotional health.
- **Self-Management** - Manage emotions and strong feelings while maintaining calm and tactful demeanour under a broad range of challenging circumstances.
- **Teamwork and Cooperation** - Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus building.

Working Conditions:

- **Work Location** - Work is generally performed indoors, with up to 30% of the time spent outdoors in all types of weather.
- **Physical Requirements** - Duties require extended periods of standing and/or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Employees are required to look at a computer screen for up to 70% of the time. Must be able to lift up to 50 lbs occasionally. The employee is required to see, talk and hear.
- **Work Conditions** - This position may be required, at times, to work in an environment often dealing with clients in crisis brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work** - This position typically works 3-5 day per week onsite for 6+ hours per shift. Some work on scheduled days off may be required. Moderate overtime may be required. Work on weekends and statutory holidays may be required.
- **Hazards** - Job requires some interaction with the public, some of whom may be upset, abusive, and/or violent. Job requires working with people in unhealthy conditions and may include exposure to bodily fluids, lice and



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bedbugs. Employees may be required to hear about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other** - Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

Compensation & hours of work:

- Compensation Type: Hourly
- Part-time or Full-time position available
- Salary Range: \$20+/hour
- Hours of Work: 15-37.5 Hours per week

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

To apply, please email your cover letter and resume to inquiries@wholewayhouse.ca