

**JobStart**, a nonprofit agency serving the GTA since 1980, provides a range of employment, mentoring, training and settlement services to a diverse group of job seekers including adults, internationally trained professionals, newcomers to Canada, persons with disabilities, seniors, students, women and youth at three locations in Toronto. We also provide a range of recruitment services for employers. Our Mission: *JobStart empowers clients and employers to maximize their potential through participation in a variety of career and personal growth programs and services.*

**Job Title:** **Coordinator, Programs and Services – Collaborative Catalysts Partnership Project**  
Bargaining Unit Position – 35 hours per week; Temporary Position (ASAP – March 31, 2021)

**Supervisor:** Manager, Programs and Services

**Location:** 41 Chauncey Avenue

**Purpose of the Job:** To improve service access and efficiency for newcomers, particularly vulnerable newcomers with low education and low language skills, and those who have no/limited knowledge of settlement services and other community services available. Project goals will be achieved by engaging a group of newcomers (catalysts) to identify gaps in the current outreach methods/systems used by settlement and other service providers, develop, test and implement an outreach strategy addressing gaps. Active engagement with newcomers and partner organizations will be essential throughout the project period. Ongoing evaluation will be conducted to track project progress and effectiveness.

**Key Responsibilities:**

- Create outreach material and conduct outreach to recruit a group of vulnerable newcomers who have no knowledge, or limited knowledge of settlement services and other community services to participate in a focus group to find out their experience accessing services.
- Lead the formation and function of a catalyst group of newcomer members who will be engaged throughout the project period.
- Identify training needs for newcomer catalysts, assist in the curriculum development to build the capacity of the catalysts, and deliver/facilitate on-going training sessions.
- Establish and maintain strong relationships with partner organizations and ensure a Memorandum of Understanding is in place between JobStart and partner organizations.
- Match newcomer catalysts with partner organizations and facilitate the collaborative connection between the two parties to identify gaps in outreach methods/systems used by partner organizations.
- Work in collaboration with catalysts and partner organizations to lead the development, testing and implementation of outreach strategies to address the gaps and tracking outcomes.
- Design and implement a project evaluation and monitoring framework to regularly track and monitor project progress, and capture project outputs and outcomes.
- Assess outcomes and modify strategies and activities as required
- Ensure all information is collected and recorded as per agency, funder requirements; submit narrative reports periodically

**Qualifications:**

- Degree in Social Science, Immigration and Settlement, Adult Education, or related programs
- Demonstrated 2+ years' experience in project management and leading projects that involve multiple stakeholders.
- Extensive knowledge of issues related to immigration and settlement, and understanding of human service system in Toronto
- Strong research and analytical skills with experience in community-based research.
- Sales, recruitment, marketing skills and experience in reaching and engaging hard-to-reach newcomer populations
- Excellent interpersonal skills with the ability to facilitate group discussions, establish and maintain close relationship with stakeholders, and manage conflicts
- Excellent English communication skills, with demonstrated ability to present complicated information in a clear manner in both writing and speaking.
- Experience in program evaluation and performance measurement
- Superior organizational skills and detail-oriented with the ability to take initiative to manage competing priorities to meet deadlines and targets
- A team player who can work collaboratively in a team setting and independently
- Advanced skills utilizing all Microsoft Office Applications including Outlook, Power Point and Excel, and databases

**Hours of Work:** 35 hours per week (evening and weekend hours maybe required)  
**Approximate Start Date:** September 10, 2018  
**Salary:** \$55,819 (pro-rated) per annum  
**Closing Date:** August 24, 2018  
**Send Letter of Interest and Resume to:** Yasmeen Tian, Manager, Programs and Services  
Fax: 416-253-2700 or Email: [y.tian@jobstartworks.org](mailto:y.tian@jobstartworks.org)  
**(NO PHONE CALLS PLEASE)**

The above statements are intended to describe the general nature and level of work applicable to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required

JobStart welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. JobStart strives to represent the diversity of the community in our hiring practices.

***Only those who meet the qualifications above will be considered for this position and invited to an interview.***