



## Job Posting

**URGENTLY HIRING**

**POSITION TITLE:** Outreach Program Coordinator

**DEPARTMENT:** Mobile Street & Community Outreach

**REPORTS TO:** Executive Director

### **ABOUT S.H.I.F.T.**

S.H.I.F.T. (Support and Hope for Individuals and Families Today) is a grassroots non-profit charity dedicated to providing lifesaving support to youth, adults, and families experiencing or at risk of homelessness and food insecurity. We are seeking a dedicated and compassionate Outreach Program Coordinator to join our team and oversee our Mobile Street & Community Outreach Program. This position plays a key role in ensuring the delivery of essential supports to individuals, couples, and families experiencing or at risk of homelessness throughout South Simcoe.

This full-time position offers an opportunity to make a meaningful impact by leading a team, developing community partnerships, and ensuring high-quality service delivery. The ideal candidate will be a strong leader, highly organized, and deeply committed to supporting those in need.

### **LOCATION & WORK MODEL:**

Predominantly onsite or mobile – Work is primarily conducted onsite at 123 Victoria St. W. Alliston (S.H.I.F.T. Headquarters) and throughout South Simcoe. While the position has flexibility to work from home on occasion, the Program Coordinator will be expected to be primarily present in the field and at program sites.

### **POSITION OVERVIEW:**

The Outreach Program Coordinator is responsible for the day-to-day operations of S.H.I.F.T.'s Mobile Street & Community Outreach Program. This role involves leading a team, coordinating schedules, ensuring compliance with best practices, fostering community partnerships, and supporting service users in accessing essential resources and housing-focused solutions. The Program Coordinator will be a key leader in crisis intervention, service navigation, and program development, ensuring effective program delivery in alignment with S.H.I.F.T.'s mission.

The Outreach Program operates 7 days a week and serves individuals in various pre-determined locations. The Program Coordinator will be expected to be mobile throughout South Simcoe and occasionally work flexible hours, including evenings and weekends, to meet program needs.

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### **KEY RESPONSIBILITIES:**

#### *Program Management & Leadership:*

- Oversee the daily operations of the Outreach Program, ensuring adherence to organizational policies, industry standards, and ethical best practices.
- Supervise, support, and provide guidance to outreach staff, student interns, and volunteers, fostering a positive and efficient team environment.
- Develop and implement program schedules, outreach stops, and activities that effectively serve the needs of service users.
- Maintain accurate program records, tracking, and reporting methods, ensuring compliance with funder requirements.



- Participate in budget management and assist in identifying funding opportunities, including grant writing and fundraising efforts.
- Lead and oversee the hiring, training, and onboarding of outreach staff to ensure a well-equipped and mission-driven team.

#### *Service User Support & Case Management:*

- Foster a safe and supportive environment for service users, ensuring a dignified and housing-focused approach to engagement.
- Conduct in-the-field intake and assessments, ensuring individuals receive personalized referrals and access to appropriate services.
- Provide brief case management support, including connecting service users with housing, financial, medical, and social service resources.
- Oversee crisis intervention and conflict resolution, ensuring safety and well-being for both service users and staff.

#### *Community Engagement & Partnerships:*

- Develop and maintain partnerships with local organizations, government agencies, and community groups to expand service offerings.
- Represent S.H.I.F.T. at working groups, advisory committees, and collaborative meetings to advocate for systemic improvements in homelessness services.

#### *Operational Oversight & Reporting:*

- Ensure proper documentation, data entry, and tracking of service users in systems such as HIFIS, NEO360, and Coordinated Access databases.
- Conduct regular program evaluations and prepare reports for funders, management, and community stakeholders.
- Maintain oversight of program inventory, supplies, and vehicle maintenance, ensuring smooth and effective service delivery.

#### *Health, Safety & Compliance:*

- Ensure that all outreach activities adhere to health and safety protocols, including infection prevention and harm reduction best practices.
- Conduct regular risk assessments and ensure compliance with all organizational and legal safety requirements.

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## **QUALIFICATIONS & EXPERIENCE:**

### *Required:*

- Post-secondary education in social work, social service work, or a related field (or equivalent experience).
- Minimum 2 years of experience in program coordination, outreach work, case management, and community service delivery.
- Experience working with individuals experiencing homelessness, poverty, and/or mental health and addiction challenges.
- Strong leadership skills, with a minimum of 1 year experience supervising and mentoring staff.
- Knowledge of housing-focused outreach models, harm reduction strategies, and trauma-informed care.
- Excellent organizational and time management skills, with the ability to handle multiple priorities.
- Strong crisis intervention and conflict resolution skills.



- Proficiency in Microsoft Office (Word, Excel, Outlook), HIFIS, and database management.
- Valid G class driver's license and access to a personal vehicle (mileage reimbursement provided).

*Preferred:*

- Familiarity with local and county-wide housing, social services, and emergency support networks.
- Training in Non-Violent Crisis Intervention (NVCI), First Aid/CPR, and de-escalation techniques.
- Knowledge of funding structures, grant applications, and non-profit financial reporting.

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## **BENEFITS & COMPENSATION:**

- Wage Range: Starting at \$25 per hour (dependent on experience).
- Comprehensive health and dental benefits available upon completion of the probationary period.
- Mileage reimbursement for work-related travel.
- Ongoing training and professional development opportunities.
- Supportive and collaborative work environment with a dedicated team.

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## **SCHEDULE & WORKING CONDITIONS:**

- Full-time, contract position.
- Evening and weekend work may be required based on program needs.
- Predominantly onsite or mobile, with occasional work-from-home flexibility.
- This position requires travel, including use of a personal vehicle (company vehicles may be available on occasion).

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## **HOW TO APPLY:**

To apply, please submit your resume and cover letter to [Jenifer.Pergentile@shiftforgood.ca](mailto:Jenifer.Pergentile@shiftforgood.ca)

In your cover letter, please highlight your experience in outreach services, leadership, and program coordination, and explain why you are passionate about this role.

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*S.H.I.F.T. is committed to diversity, equity, and inclusion. We welcome applicants from all backgrounds and experiences and encourage those with lived experience of homelessness, poverty, or systemic barriers to apply.*