



An Opportunity to Improve Life for Low-Income Community Members

Job Posting: Counsellor & Operations Coordinator

About Us

The Community Laundry Co-op (CLC) is a small grass roots charitable co-operative which has been changing lives through laundry for over 20 years. Low-income community members come to the CLC for low-cost laundry but arrive to find a friendly welcome and someone who can help them solve a problem or access the services they need. The testimony of people who credit the CLC with improving their lives is powerful.

CLC's commercial laundry social enterprise, *Community Impact Laundry*, uses the same facility, giving CLC members a chance to gain employment experience while raising revenues that offset operating expenses for the CLC.

The Counsellor & Operations Coordinator (COC) is responsible for day-to-day operations at the facility and provides support to members through counselling and referrals. The COC is a full-time salaried position that reports to the Executive Director. The salary range for this position is \$37000-\$40000.

Major Responsibilities

1. Program Co-ordination and Implementation

- Maintains relationships and communications with local social service organizations
- Promotes a safe working and learning environment
- Assists with organizing CLC activities such as the AGM
- Assists in maintaining public relations and marketing material
- Maintains activity and usage tracking sheets
- Maintains statistics on volunteer hours and CLC activities
- Liaises between members, volunteers, staff and the Board of Directors, as required

2. Member Support

a) General Membership

- Creates and promotes a mutually supportive environment
- Provides guidance and assistance to members when required
- Leads and assists members in organizing social activities
- Resolves conflicts within the membership

- Offers individual support to members in the form of listening, counselling, assistance with problem solving and appropriate referrals
- Facilitates member participation in all programs at the CLC
- Supports members in developing self-esteem, personal skills and with community navigation
- Encourages members to take pride in and responsibility for CLC programs

b) Support and Supervision of Volunteers and Workers

- Interviews, screens, delivers training, provides mentoring and supervision to volunteers in consultation with the Executive Director
- Works with the Executive Director on the recruitment, selection, training, mentoring and supervision of workers

Other Related Duties

- Supports the daily operation of Community Impact Laundry
- Participates in the development of policies, procedures, plans and strategies for the CLC
- Participates in networking activities in the community
- Maintains up-to-date professional skills and knowledge through formal and informal training
- Maintains awareness of and compliance with CLC policies and procedures
- Acts as an “Ambassador” for the organization by building an awareness of programs and promoting services offered in the community
- Attends board, staff and team meetings as required

Qualifications

Essential

- Graduation from a college or university program in social services and a member, or eligible to become a member, of the Ontario College of Social Workers and Social Service Workers
- Minimum one year working in health or social services field
- Excellent crisis intervention skills
- Excellent listening, written and verbal communication skills in English
- Ability to work with diversity [youth, parents with children, seniors, street cultured people, newcomers to Canada, members living with a disability, LGBTQ2S+ members, for example]
- Flexibility, good judgement and initiative
- Excellent interpersonal and organizational skills
- Ability to work independently as well as part of a team
- A good sense of judgement, creativity, and accountability
- Proficient with Windows-based computers, in particular, email, MS Word and Excel
- Valid up-to-date police records check

Desirable

- First Aid Certificate and CPR Level C

- Experience working with community-based social service agencies
- Experience working with clients with diverse socio-economic and cultural backgrounds
- Ability to work in French [written and spoken]
- Proficiency in other languages such as Spanish, Arabic, and Farsi

How to Apply

Please send a cover letter and resume to the Executive Director at phil@communitylaundrycoop.ca.

Applications are due by 5:00 PM on November 12, 2022

We thank everyone who applies but will only be contacting candidates selected for an interview.

The CLC encourages applications from individuals who experience barriers to employment, including newcomers to Canada, women, Indigenous people, people of colour, people with disabilities, and members of LGBTQ2S+ communities.