



Acorn Family Place Job Opportunity: Drop-In Coordinator (Interim)

Reporting to the Manager of Operations, the goal of the Drop-in Coordinator is to oversee Acorn Family Place (AFP)'s drop-in programs, to help create a welcoming, inclusive, safe, and supportive environment for community members at our centre. This is a one-year term position (parental leave coverage) with possibility of extension.

Acorn Family Place is a multi-service family resource centre providing support, enhancing education, and fostering community. We walk alongside families on the challenging journey of living and growing. Acorn Family Place takes an inclusive, strengths-based, non-judgmental, harm-reduction approach to community development.

Roles and Responsibilities:

- Coordinate and oversee Acorn Family Place's Drop-in programs and services, including basic needs support, resourcing, computer and phone use, and the drop-in area
- Welcome individuals and families to the centre, explain AFP programs and services, and direct community members to AFP programs or offer referrals to other agencies, as appropriate
- Act as AFP's first point of contact, answering the primary phone line and email, and referring correspondence to the appropriate people
- Provide active listening and empathy and assist participants
- Receive and process donations in coordination with the Community Support Worker
- Coordinate support in the drop-in area, in cooperation with co-workers, including laundry, computers, coffee, phone, fax, posting of community information, and drop-in activities
- Maintain safe and welcoming environment by relationship building and identifying potential risks or conflicts, intervening, reinforcing boundaries, and de-escalating, or seeking help as needed
- Administrative tasks such as compiling participation data, creating and distributing promotional materials, updating resources, ordering supplies, preparing mail, writing reports
- Coordinate special initiatives or seasonal activities
- Participate in other activities as part of a dynamic and collaborative staff team

Education and Experience:

- Some post-secondary education in office administration, social work, social services, community development, recreation or other related fields an asset, but not required.
- Minimum 2 years' experience working or volunteering in a non-profit organization or doing community support work
- Familiarity with West Broadway community and understanding local social context very beneficial

Skills/Abilities:

- Very strong interpersonal skills and interest in engaging with community in an approachable, nonjudgmental way, taking a trauma-informed and harm reduction approach
- Administrative skills and computer literacy, including writing, Microsoft Office, internet, data entry
- Demonstrated ability to work in a cross-cultural context with diverse populations required
- Flexibility and ability to thrive in a fast-paced, dynamic, and unpredictable environment, adjusting continually to respond to emerging needs
- Ability to speak English required, additional languages an asset
- Strong organizational and time management skills, punctuality and reliability a requirement

Acorn Family Place strives to employ a staff team that is inclusive and reflective of the population that we serve. We welcome applications from Indigenous and newcomer applicants. Applicants are encouraged, but not required, to self-identify in their cover letter.

Employment Specifications:

Anticipated start date: June 10, 2024

Hours: 37.5 hours a week (8:45 am-4:45 pm, Monday- Friday, with the possibility of occasional evenings or weekends)

Term: One year (term ending June 27, 2024)

Salary Range: \$20-22/hour, commensurate with qualifications and experience

Benefits: Group disability, life insurance, pension, health and dental package, EAP, 6% vacation

Contact: Please send resume and cover letter by email to:

managerofoperations@acornfamilyplace.ca

We thank all applicants for their interest, but only shortlisted candidates will be contacted.

Application deadline: May 1st, 2024