



## **Job Posting - Contract** (Internal/External)

### **START Facilitator**

**Primary Function:** To facilitate Success through Aggression Replacement Training (START) sessions in conjunction with 1 staff from the relevant department

**Areas of Responsibility:**

- Facilitate all aspects of ART program: skills streaming, anger-control & moral reasoning.
- Prepare all materials necessary for the training including, but not limited to series activity planning records, program registration, attendance records, hassle logs, curriculum resources, agendas, evaluation forms, observation records, activity & series reports, graduation ceremony and purchase & preparation of program refreshments
- Develop and role-play scenarios involving moral dilemmas which are relevant to current issues that the participants are experiencing
- Facilitate individual sessions to assist participants with immediate personal problems and refer them to the counselling department for in-depth assistance
- Develop and implement marketing strategies to outreach to potential youth and adult clients in schools and community organizations
- Research and develop motivational material for workshop participants
- Liaise with other program staff in the delivery of workshops
- Where necessary, liaise with trained facilitators from other agencies to assist them in the facilitation of their workshops
- Liaise with youth workers, child welfare agencies and the criminal justice system to collaborate in the delivery of services
- Where necessary, complete client Intakes using the Client Tracking System (CTS)
- Process client Intakes within established timeline
- Maintain well-documented, up-to-date electronic (CTS) and written files for all clients
- Maintain effective record-keeping and statistical collection mechanisms as mandated by the various funders
- Conduct performance management activities to evaluate all services
- Provide relevant statistical and qualitative reports as per established timelines and/or as required
- Track participant activity levels and monitors progress for evaluation purposes

- Record activity levels, client profile, outcomes, new developments, highlights and responses to challenges in monthly, quarterly and annual reports
- Conduct and documents regular follow-up with participants and other stakeholders
- Develop and share with Volunteer Co-ordinator job descriptions for each volunteer placement and, in conjunction with Volunteer Co-ordinator, recruit placement students from Secondary schools, Colleges or Universities
- Provide supervision and direction to students inclusive of orientation, coaching, training, placement evaluation according to the established policies and procedures of the educational institutions
- Enhance the Program and Agency mission through activities such as, but not limited to, participation in internal committees
- Participate in ART Technical Support meetings
- Adhere to the policies and procedures of Tropicana Community Services Organization as outlined in the policy Human Resources and Health & Safety manuals
- Represent the organization in a professional manner at all times

#### **Skills and Knowledge:**

- Post-secondary education with an emphasis in counselling and related work experience (Social Service Work or Social Work)
- Registration with the Ontario College of Social Workers and Social Service Workers
- Valid police clearance
- Knowledge of ART – Aggression Replacement Training
- Employment experience facilitating life-skills programs to youth and adults
- Excellent counselling and crisis intervention skills, especially as they relate to serving youth and the Caribbean and Black communities
- Excellent facilitation skills with both youth and adults demonstrating initiative and creativity
- Ability to attract the community to the agency using innovative and exciting strategies
- Ability to establish effective working relations with staff, provide guidance and support to volunteers and support staff
- Ability to establish goals, identify priorities, develop plans, monitor and evaluate program performance indicators while identifying problems, troubleshooting, formulating solutions and making appropriate recommendations as needed
- Knowledge of social service network and community resources to facilitate partnerships within the black community.
- Computer proficiency in Windows environment, Microsoft Office and Internet

#### **Service Recipients:**

Children, youth and families, especially those from the Caribbean and Black community in east Toronto

**External Contacts:**

Educational institutions  
Community Service Agencies  
Child Welfare Agencies  
Criminal Justice System

**Working Conditions:**

Location: Main Office  
Environment: Office with some work at schools, community agencies, courts  
Mobility: Car an asset  
Regular Hours: 9:00 AM – 5:00 PM 3 days/week; 2:00 PM – 10:00 PM 2 days/week, or as otherwise mandated  
Extended Hours: Evenings and weekends as required  
Dress Code: Professional/Casual, Professional for external

**Reporting Relationships:**

**Reports to:** Manager, Counselling

**Compensation:** \$ 43 560 per annum

**Contract:** December 7, 2015 – November 25, 2016

Interested and eligible candidates should submit their resumes no later than 4:30 PM Friday, November 6, 2015 to:

Hiring Committee  
Tropicana Community Services  
1385 Huntingwood Drive  
Toronto, ON M1S 3J1

**Fax:** 416 439 2414

Or

**Email:** [jobs@tropicanacommunity.org](mailto:jobs@tropicanacommunity.org)

***We thank all candidates for the interest shown, however, only those selected for an interview will be contacted. No telephone calls please.***