

**Community Service Coordinator**  
**JOB DESCRIPTION**

FULL TIME, REGULAR POSITION-35 hours per week  
SALARY RANGE: \$44,000 – \$48,000 AND HOOPP (HEALTHCARE OF ONTARIO PENSION PLAN)

**ORGANIZATIONAL OVERVIEW**

Fontbonne Ministries is a non-profit, community-based charitable organization that offers diverse programming in an accepting, inclusive environment. Our services include the provision of affordable housing, access to food, clothing and hygiene products, wellness services and shared community space to foster connections. Populations served include primarily vulnerable persons, as well as seniors, and people experiencing social isolation.

Fontbonne Ministries was founded in June 2000 by the Sisters of St. Joseph of Toronto to respond to changing societal needs. Sponsorship of Fontbonne Ministries was transferred to Catholic Health Sponsors of Ontario (CHSO) in 2022.

**POSITION OVERVIEW**

Reporting to the Director, Programs & Operations, the Community Service Coordinator is accountable all administrative functions, including the smooth oversight of the reception area, at the Fontbonne Ministries. This is a pivotal, busy role in that it is the first point of contact for the public. It requires unwavering hospitality and courtesy be demonstrated towards a diverse population, including vulnerable people and older adults. This is an integral role that deals with competing priorities and requires comfort and understanding when serving populations that have varying needs.

**AREAS OF ACCOUNTABILITY**

**Administration**

- Maintain a clean, friendly, welcoming reception area.
- Assist with tracking program metrics and data entry.
- Screen, book and schedule participants for various programs and provide updates as relevant.
- Prepare team correspondence, including meeting minutes as required.
- Assist with organizing special events which may include preparing materials, and scheduling duties.
- Engage actively in organizational training sessions, planning sessions, staff meetings.
- Participate in special projects as required.
- Perform opening and closing procedures.

### **Clerical Functions**

- Answer the reception phone and monitor all incoming general voicemail messages, and email inquiries.
- Assist with photocopying, faxing, and preparing information program/ training packages.
- Maintain daily program attendance, sign-in, and scheduling logs.
- Support event/meeting preparation through recording, collating and distributing communication.
- Order and maintain office and program supplies.

### **Public, Program and Participant Support**

- Welcome & greet the public, including triaging requests, and directing participants and visitors to programs or areas in the building for service.
- Attend to diverse program support needs, including but not limited to assisting with setting up, monitoring supplies, tracking registration and bookings, and cleaning up.
- Respond to queries about the organization and Fontbonne Ministries programming.

### **Other Responsibilities**

- Perform other duties as required.
- Provide backup to other program staff during periods of vacation, illness, or other absences.

### **EDUCATION**

- Office administration, Social service an asset or equivalent work experience.
- First Aid/Level C CPR Certificate (or willingness to obtain) an asset.
- De-escalation training or CPI Training is an asset.

### **EXPERIENCE**

- Experience working with individuals who are precariously housed or homeless, and persons living with complex behaviours, including mental health and substance use issues or combined equivalent of education and experience.
- Direct experience in an Administrative (or related) capacity is an asset.

## QUALIFICATIONS

- Demonstrates knowledge of anti-racism/anti-oppression approaches.
- Aptitude to work independently as well as collaboratively within teams.
- Ability to interact with people living with a wide range of social, emotional, physical, financial and/or mental health issues.
- Demonstrates capacity to thrive in a dynamic work environment requiring excellent troubleshooting skills
- Exemplary interpersonal and communication skills, both oral and written.
- Proficiency in the use of computers and various software applications, including Microsoft Office.
- Excellent organizational and time management skills, focused and able to prioritize a busy workload.
- Strong problem-solving skills and attention to detail.

## ATTRIBUTES

- Versatile/adaptable
- Reliable
- Patient
- Perceptive
- Shows initiative
- Kind/caring
- Team Player

## WORKING CONDITIONS

- Comfortable working in a faith-based environment.
- May require bending and lifting intermittently.
- Some evening and weekend availability may be required.

## TO APPLY

Please send your CV and cover letter in one PDF document to [hiring@fontbonneministries.ca](mailto: hiring@fontbonneministries.ca), noting **“Community Service Coordinator”** on the subject line.

Fontbonne Ministries values inclusivity and diversity in the workplace. We are committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (“AODA”). If you require accommodation during any stage of the recruitment process, please note that in your application. While we thank all applicants, only those selected for an interview will be contacted.