



## **Employment Opportunity Coordinator, NOVA Job ID 25-017eC**

### **Company Overview:**

For over 75 years, enCompass has been rooted in community safety and this will continue to be our focus. We provide holistic services and wraparound supports that address the root causes of crime and social disorder. We do this through preventative and restorative activities including release planning, housing, safety planning, employment transition, education, substance recovery, cultural supports and more. By exemplifying care, compassion and understanding, we are laying the foundations for positive change.

We are a values-driven organization that supports clients from a strength-based approach. If your values are aligned with our core values listed at: <https://myencompass.ca/about-us/who-we-are/>, please consider joining our team.

### **Position Summary:**

The Coordinator will support the oversight of the day-to-day operations of NOVA, including client care, case management, and staff supervision. They will assist their team in the onsite delivery of services, in a multi-disciplinary team environment and will be assisting higher acuity clients in meeting their needs enhancing their life skills and preparing their transition to safe, secure, and sustainable housing. The Coordinator will be working in partnership with community partners with the overall goals of client, staff and community safety.

The Coordinator will oversee the evening operations of NOVA and will play a supportive role in program and policy implementation. As a Coordinator, you will assist in the monitoring of operational and evaluative aspects of the program and fulfill the supervision requirements of direct reports.

### **Responsibilities:**

#### ***Administration***

- Review and approve monthly time balances and semimonthly payroll for staff,
- Complete monthly staff schedule,
- Ensure accurate record keeping and databases,
- Participate in after-hours on-call rotation schedule as required,
- Communicate property issues immediately to the immediate supervisor and Manager of Facilities.

#### ***Financial***

- Ensure expenditures are made within the limits of the established program budgets,
- Maintain timely expense reporting and documentation of same,
- Ensure processing and submission of invoices as required,
- Notify the immediate supervisor of any potential and immediate matters that require financial decisions outside the Coordinator's scope of decision-making.

### ***Policy***

- Contribute to program-level policies and practices and compliance of same,
- Support the application of program-level policy through a client-centered lens,
- Support the delivery of client services in compliance with program, funder, and agency policies,
- Support risk management including client and staff safety, confidentiality, duty of care, and mandatory reporting according to relevant legislation,
- Communicate pertinent information and updates to front-line staff in a timely manner,
- Encourage information exchange and discussion across Agency teams,
- Contribute to program-level direction and policy.

### ***Human Resources***

- Support effective recruitment, retention, and termination of program staff,
- Implement supervisory standards within the program,
- Fulfill acting roles as defined and as necessary including front-line roles,
- Complete regular supervision and annual performance appraisals,
- Provide day-to-day supervision to assigned staff including constructive feedback and development opportunities,
- Communicate updates to front-line staff in a timely manner,
- Notify the immediate supervisor of any potential and immediate human resource issues,
- Ensure core training for staff is maintained and identify supplemental training opportunities,
- Participate in core agency and additional ongoing training opportunities as directed and approved.

### ***Philosophy***

- Be a positive ambassador for the agency,
- Support the embedment of agency and division-level philosophy into program service delivery,
- Participate in Leadership Team meetings and activities,
- Provide guidance to ensure a positive culture by assisting and supporting colleagues as needed,
- Support the education of stakeholders, the general public, the community and others, as applicable, about the program,
- Role model agency mission, vision, values and guiding principles,
- Participate in and provide leadership in agency and program-level staff meetings and on agency committees,
- Remain current with philosophical shifts within the community of practice.

### ***Strategic Direction***

- Assist with the development and implementation of agency strategic direction through the contribution of innovative ideas, concepts and goals,
- Build and maintain positive relationships with actual and potential partners/collaborators, neighbours, the community, and project funding representatives.

### ***Quality Improvement***

- Assist agency leadership to maintain accurate program-level logic models, data collection tools (including client/stakeholder feedback) and databases,



- Ensure data entry is completed accurately and within the required timeline,
- Support the implementation of program-level annual performance improvement plans,
- Work with the division leadership to ensure programs have a clear design, including forms,
- Participate in the CARF accreditation process.

#### **Qualifications / Skills:**

- Diploma in a related human services field
- 1 – 3 years experience with program oversight and supervising front-line employees
- 1 – 3 years' experience working with high-risk individuals and/or high-need populations
- A combination of education and experience may be considered in lieu of above
- Proven ability to provide leadership, and direction, and establish a positive culture for a team
- Proven ability to maintain composure and effectively manage crisis situations
- Proven ability for written and verbal communication
- Competency in current evidence-based practices in relation to the applicable scope of work, mental health, and addictions
- Innovative, self-motivated and inclined to go above and beyond
- Proven ability to receive feedback
- General computer and database knowledge (Microsoft Word, Excel, Outlook)

#### **Conditions of Employment:**

- Valid First Aid and CPR certification as required
- Criminal Record Check and Child Intervention Check; a criminal record will not disqualify you from employment with us; we evaluate each application individually
- If occasional business use is required, a Reliable vehicle with, valid Class 5 Driver's License \$2 million liability is required
- The hours of work for the role are Monday to Friday with both day and evening shifts.

#### **What we offer:**

- The salary range for this position is **\$56,100.00- \$65,280.00** annually.
- enCompass strives to provide a meaningful work environment through the following:
  - Strong focus on employee wellness and work-life balance
  - Service recognition and employee awards
  - Professional development opportunities
  - Staff team building and appreciation days
  - Competitive health, dental and RRSP benefits

**To apply, submit a résumé and cover letter in one PDF document to [hr@myencompass.ca](mailto:hr@myencompass.ca)**  
Please include "25-017eC – Coordinator, NOVA" in the Subject Line of the email. Please include how you heard about the position in the cover letter. **Resumes without a cover letter will not be considered.**

Only those selected for interviews will be contacted

***Building Safe, Inclusive Communities.***



***enCompass is committed to achieving a diverse workforce and strongly encourages applications from people of Indigenous heritage, and people from culturally diverse backgrounds.***