



## **HIV/AIDS COMMUNITY RESOURCES AND HEALTH**

### **Support Services Coordinator**

#### **Permanent Full Time**

**Position:** Support Services Coordinator **Position Type:** Permanent Full Time (37.5 hours/wk)  
**Job Region:** Wellington, Dufferin and Grey Bruce **Location(s):** Guelph  
**Experience:** 3+ years **Last Updated:** June 22nd, 2022

#### **Position Summary**

The Support Service Coordinator provides psycho-education, case management, and supportive services to clients who are living with, affected by, and at risk of HIV/AIDS. The ideal candidate is someone interested in connecting with clients and who can build a supportive relationship to increase clients' capacity. The coordinator should have a background in social work or counselling, and have skills and experience in case management and medical and social system navigation. Preference will be given to candidates with a comprehensive understanding of the pathology, treatment, and prevention of HIV/AIDS and other HIV/AIDS related issues.

The Support Coordinator will have experience and knowledge of trauma-informed practices, using a harm reduction, strength-based approach, and will have experience working in a medical or social services environment and with marginalized populations. The Support Coordinator will have proven skills in crisis intervention, trauma work, group facilitation, safety planning, advocacy, and program development. They will have the ability to collaborate effectively with people with a wide range of skills, experiences and challenges. Familiarity with local referral options and community resources is an asset.

#### **Support and Case Management**

- Conduct initial intake/assessment of all service users to determine needs and refer to appropriate services.
- Provide psycho-educational support, system navigation, and advocacy for participants of ARCH.
- Maintain regular contact with participants following primary assessment to ensure follow-up and monitor progress.
- Organize, schedule, and conduct in-hospital and home visits as needed.
- Provide crisis support and referral to service professionals as required.

#### **Administration**

- Assist in the development of the annual Program Plan and funder reports
- Manage budget within each project task area to ensure that resources are utilized as budgeted.
- Maintain records, activities and monthly statistics.

#### **Project Coordination and Community Development**



- Represent the agency on a variety of service-related networks, and working groups.
- Coordinate the planning, design, implementation and evaluation of program services and activities in conjunction with volunteers, service users, community partners, and staff.

#### **Other**

- Conduct practical support when needed such as assistance with income and housing applications.
- Provide meaningful support and resources for Peers involved in program activities.
- Seek clinical supervision.
- Actively participate in the Executive Director's performance appraisal
- Participates on teams and external committees to communicate information, resolve problems, and achieve the goals of the organization and of the funded program
- Complies with organizational policies and procedures
- Perform other tasks as assigned by the Clinic Manager and/or Executive Director.

#### **Qualifications**

- Post-Secondary degree in social services, BSW/MSW (preferred) or related degree, with 3+ years of relevant experience or equivalent.
- Experience with case management and system navigation, including medical and social support
- Experience with trauma-informed supports using a strength-based approach.
- Experience with bereavement/grief, addiction, trauma support is considered an asset.
- Strong working knowledge of HIV/AIDS, Hepatitis C and STI's and a current understanding of the issues facing people living with HIV and populations vulnerable to HIV infection.
- Demonstrated experience working with marginalized and at-risk communities.
- Experience supporting and advocating for participants with mental health concerns, addictions, safety concerns, and precarious housing.
- Working knowledge and network of local support services in Guelph, Wellington Grey Bruce and Dufferin Counties.
- Excellent word processing and computer skills
- Education and/or experience in office administration/reception
- Experience using an Electronic Medical record
- Ability to handle difficult clients/situations with maturity and sound judgment
- Strong organizational and administrative skills
- Strong community and interpersonal skills
- Strong crisis intervention skills
- Committed to anti-oppressive principles and practices

#### **Skills and Abilities**

- Demonstrate genuine sensitivity with the ability to provide support in an open, responsive, and encouraging manner.
- Ability to speak openly and frankly about sexuality in a sex-positive, non-judgmental manner.
- Understanding of the Social determinants of Health
- Excellent facilitation and communication skills.
- Ability to work in a team environment while possessing a high degree of initiative.
- A strong ability to work independently, with minimal supervision



- Demonstrated proficiency with common computer systems.
- Availability to work flexible hours including some evenings.
- Valid driver's license and access to a vehicle preferred.

#### **Rate of Pay:**

- The salary range for this position is \$40,000 - \$45,000 per annum.
- This position qualifies for ARCH's staff insurance benefit program after 3 months.

#### **Vacation**

- The vacation year runs January through December and vacation is credited in January of each year. You will be credited 1.25 vacation days per month. If you are not employed with us at year-end, but have used all your vacation days for this year, you will be responsible for reimbursing the agency for the value of the excess time taken.
- In addition to vacation days, we honour the standard paid statutory holidays recognized in this Province and as outlined in our Human Resource Policies. Your vacation entitlement must be taken at such a time as best reflects the balance of convenience between the interests of the Agency and yourself.

#### **Accountability**

- The Support Services Coordinator reports to the Clinic Manager.
- All agency staff are expected to accept and adhere to the HIV/AIDS Resources and Community Health's Mission Statement, Goals & Objectives and Operating Policies.

#### **How to Apply:**

ARCH is a non-profit, community-based agency that offers a dynamic and supportive environment with a creative and committed team of staff, peers and volunteers and an opportunity to contribute in a meaningful way to our community. Residing on unceded ancestral and treaty lands of the Mississaugas of the Credit First Nation of the Anishnawbek Peoples, we strive to honour the treaties and support and listen to the original peoples of this land in all we do. We are an equal opportunity employer committed to embracing diversity, and are opposed to practices which discriminate on basis of race, class, ethnicity, gender, sexual orientation, religion, dis/ability, age, or nationality. We are especially interested in hiring workers who reflect the communities we serve through their lived experience.\* We encourage all interested individuals to apply.

\*People with lived experience, within ARCH, refers to individuals who have experienced situations similar to those faced by the communities the agencies serve, such as people living with HIV, people who use or who have a history of substance use, 2SLGBTQIA+ people, and the countless others reflected in our programs and services.

To apply for the role of **Support Services Coordinator**, please send an email to **Nancy Bird, Interim Executive Director** at [careers@archguelph.ca](mailto:careers@archguelph.ca) with your resume and cover letter attached as a Word Document, .DOC, and/or .PDF file and the subject line reading "**Support Services Coordinator**



**Position**". If email is not an accessible format to send in your resume and cover letter, please feel free to call so appropriate arrangements can be made; this will be the only acceptance for phone calls. Please do not call to inquire if you were a successful applicant. We will contact you via the email used to send in your resume or the phone number specified on your resume to notify you of being a successful applicant and for scheduling an interview. **Applications will be accepted until the deadline of Monday, July 4th at 5:00pm.**

A **resume** should include applicable information about an applicant including: full name (first and last), email, phone number, mailing address, any qualifications, past educational experiences (schools [high schools, colleges, universities...], training [CPR, harm reduction, anti-oppressive practice], workshops, etc.), and past volunteer experiences; all contact information provided within a resume will be assumed that it is appropriate to email, call, and leave voice messages. A **cover letter** should include information about additional experience related to the position, and pose why the position is of interest to you as an individual; state your case.