



ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community.

Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

MAKE AN IMPACT

Being a part of the Turning Leaf family means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect.

We are growing more and more all the time and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment

SERVICE COORDINATOR JOB SUMMARY

Turning Leaf Intensive Home Supports are designed to provide 24-hour, in facility, person-centered supports to intellectually challenged adults and those living with mental illness. Service Coordinators are utilized in shift staffed locations that exceed regular shift staffed home environments/criteria (e.g. more than 4 individuals), or where the individuals have significant systems and clinical requirements that require additional skills/specialization (ex. Complex dual diagnoses, significant behavioural or psychological and psychiatric intervention) and exceed the traditional support model and therefore Supervisor role - as determined by the COO.

Service Coordinator are primarily responsible for two main areas of oversight within their assigned location (home). The first, overseeing the daily operation of the home, including but not limited to provision of services to individuals as outlined in the support plan, ongoing maintenance of the home and adherence to licensing and provincial standards, financial management, support development and supervision of the team of support staff. The second, engaging in service coordination and case management related tasks including contributions to Support Planning, Behavioural Planning/Intervention, and the development of the overall treatment plan for individuals.

ESSENTIAL REQUIREMENTS

- Cover letter and updated resume
- 18 years of age or older
- Available anytime 40 hours p/week (Full time)
- Clear Criminal Record with Vulnerable Sector Check, Adult Abuse Registry Check and Child Abuse Registry Check (no older than three months)
- Valid Drivers License with access to reliable vehicle is required
- Valid Standard First Aid / CPR Certification
- Completion of a Post-Secondary Education in Human Services (Certificate, Diploma or Degree) is considered an asset
- Minimum three years in a supervisory role
- Minimum four years related work experience
- Knowledge of behaviour modification, supportive communication, and the stages of change
- Experience working with individuals struggling with addictions
- Experience working with individuals with FASD, Schizophrenia, ODD, ARND, or ABI
- Dedication to continuous profession/skill development
- Experience effectively navigating through potentially high-risk situations through verbal de-escalation techniques, and the ability to stay calm in potentially high stress situations.
- Three employment references

PRIMARY DUTIES AND RESPONSIBILITIES

In Home Services:

- Supports provided align with organizations values and in accordance with Provincial Legislation
- Address individual concerns/grievances.
- Complete and ensure compliance on an ongoing basis for the following essential program components:
 - Participant files
 - My support plan
 - Person centered planning + APRICOT goals
 - Personal financial plan
 - Medication support
 - Systems coordination
 - Attending systems meetings
 - Programming
 - Reporting of services
- Repair maintenance of home
 - Identify and report to Maintenance/Administrative Coordinators

Leadership and Administration for Team Members:

- Recruitment/selection
- Coaching/development
- Performance evaluation
- Staff engagement meeting
- Ongoing personal leadership development
- Documentation of injuries
- Record keeping

Scheduling/Financial:

- Comply with all provincial legislation and Turning Leaf policies.
- Scheduling and payroll
- Household finances
- Other duties as assigned.

QUALITIES AND QUALIFICATIONS

Turning Leaf Service Coordinators must possess the capacity to be aware of and control one's emotions. Moreover, Service Coordinator must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports.

In addition, Service Coordinator must possess experience with and skills in:

- Excellent time management skills; attention to detail; the capacity to prioritize by assessing situations to determine urgency; ability to develop a work schedule, set goals, create/implement actions plans and monitor progress towards goals; and ability to make clear, timely decisions.
- Self-starter and proactive approach in resolving problems and issues.

- Excellent oral and written communication skills.
- Consistency with processes and daily tasks.
- Anticipate, understand, and respond to the needs of members and other clients to meet or exceed their expectations.
- Ability to incorporate the clinical literature pertaining to the population into practical approaches with the participants.
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions to enhance organizational effectiveness; ability to undertake self-directed tasks when necessary.
- An emphasis will be placed on field supervision, program development and maintenance.
- Strong attention to detail and organization.
- Ability to handle multiple projects and priorities in a professional and timely manner.
- Ability to read, analyze and interpret general information and data.
- Troubleshooting skills.
- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions.
- Ability to interact with all levels of personnel. Treat all with dignity and respect. Open and receptive to their needs.

SERVICE COORDINATOR BENEFITS

- Salary paid.
- Health Benefits immediately
- GRRSP Program (optional)
- Enrolled on the Corporate Cellular Phone Plan
- Laptop provided.
- Starting 15 days vacation
- Paid Wellness Time
- Bereavement and Compassionate Care Time
- Mileage Reimbursement (when applicable)
- Employee Family Assistance Program (EFAP)
- Expense reimbursement (must be pre-approved expenses)
- Paid training (First Aid/CPR, NVCI, VPA, etc.)

HOW TO APPLY

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume and salary expectations to careersmb@tlservices.ca We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf Services is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. Turning Leaf offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.