



EFry Hope and Help for Women

Dedicated leader providing hope and help to women and girls at risk.

EFry Hope and Help for Women empowers women and girls through a trauma-informed, inclusive, and gender responsive lens. Our client-focused approach strengthens emotional, cultural and social well-being through prevention, support, reintegration, and advocacy.

Outreach Coordinator

17- Month Contract, Full-Time (37.5 hours per week) April 24 2024 to September 24 2025

In collaboration with the Manager of Anti-Human Trafficking Programs, the Outreach Coordinator ensures the effective and appropriate administration of outreach programs and services through the Female Mobile Support Program in collaboration with nCourage Anti Human Trafficking hub to exploited and sex trafficked girls. The Outreach Coordinator is responsible for supporting and implementing EFry Hope and Help's program philosophies and policies. Reporting directly to the Manager, the individual will be part of the outreach team and will assist with the development of the program and supervision of the staff team.

The Outreach Coordinator is responsible for carrying a client caseload as well, providing crisis response and a continuum of care from crisis to stabilization through a strong mentoring relationship, encouraging safe and healthy decision making, nurturing independence and skill development, and providing connections and referrals to community resources. The Outreach Coordinator works directly with female youth within the Peel and Halton Regions, and the position includes travel within Central and Toronto Region to provide client support, case management and counselling. The Outreach Coordinator is scheduled to work various hours, including days, nights, and weekends and participation in 24/7 on call rotation is required.

Areas of Responsibility:

- Builds positive, respectful, and non-judgmental relationships with youth and their support systems
- Provides one-on-one client support, case management and counselling, and acts as an advocate with emphasis placed on developing appropriate resources and connections to community supports and services.
- Acts as an advocate and educator with parents, schools, employers and other community organizations.
- Arranges to provide youth with appropriate community resources such as counselling services, education / employment supports, housing, and various other types of programs and services based on the individualized plan of care and/or accessibility within their home or chosen community.
- Models and promotes high levels of communication with all external stakeholders in order to develop and maintain partnerships
- Facilitate presentations and provide information and materials as required for public education of the program and Agency



- Membership and participation in a variety of committees and task forces
- Meet with staff on a regular basis to discuss collaboratively all procedures, programs, community resources, and case management strategies
- Engage in regular supervision with program staff formally or as required to discuss skill development, goal planning and the provision of annual performance reviews
- In conjunction with the Manager of Programs and Human Resources, oversees the recruitment and employee relations matters for staff, students, and/or volunteers
- Assess, evaluate and ensure program needs and targets are met without exceeding budgetary constraints and considering resource availability
- Compile and distribute statistics as assigned and required
- Provides on-going support for program development, enhancements, and modifications
- Supports the Manager in the direct and indirect supervision and evaluation of the front-line staff
- Coordinates and monitors training and orientation of new and existing staff
- Ensures that front-line staff adhere to policies and procedures
- Assists with case management support to front-line staff
- Keeps abreast of trends, community resources and developments by participating in workshops, conferences, and continued professional development
- Performs other duties as assigned by the Manager or designate

Successful candidates will have:

- A degree and/or diploma from a University or College in a related field with experience working with vulnerable populations; prior experience working with female at-risk youth, including those who may be human trafficking victims and/or survivors or those who have experienced gender-based violence is considered an asset
- The ability to maintain and encourage confident assessment, counselling and program facilitation skills in order to engage, support, and interact with clients using a trauma-informed approach.
- Knowledge of community resources and services including, but not limited to, provision and access to food and clothing; accessing shelters or other appropriate housing options; access to health care (i.e. STDs, pregnancy, addiction, etc.); referrals to various counselling and victim services; access to financial supports; and employment supports.
- The ability to maintain and encourage confident assessment, counselling and program facilitation skills in order to engage, support, and interact with both front-line staff and clients using a trauma-informed approach
- Excellent verbal and written communication skills; proven leadership skills and strong knowledge of community resources
- The ability to inspire, motivate, lead, provide direction, and act as a professional mentor to front-line staff group
- The ability to work well and collaborate with diverse partners, community groups, stakeholders, and other key supports in the community
- Detail-oriented and organizational skills, with the ability to prioritize, multi-task, plan, and manage projects and initiatives
- recognize the values involved with actively moving toward greater inclusivity and equity.



- Valid First Aid / CPR certification, recent TB test
 - A clear Vulnerable Sector Screening (VSS) – criminal background check
 - A valid Ontario driver's license
- A demonstrated ability to foster healthy workplaces, free from discriminatory practices and

How to Apply:

If you are a compassionate, highly motivated and results-oriented individual, with a passion to support a charity organization, please send your updated letter and cover letter to Lee Ann Bailey, Manager of Anti Human Trafficking Programs at **lbailey@efryhope.com by March 31, 2024 at 11:59 PM.**

We thank all applicants for their interest in the EFRY Hope and Help for Women. Only qualified candidates selected for interviews will be contacted.

Please note that the selected candidate will be required to submit a Vulnerable Sector Search prior to the commencement of the position.

Accessible Hiring Practices

At EFRY Hope and Help for Women, we are committed to developing an inclusive workplace to better serve our communities. We believe that it is paramount to create space where all folks have the opportunity to actualize their professional capacity, build strong relationships, celebrate diversity, collaborate with one another, and find success. We encourage candidates from diverse backgrounds, including those who may need accommodation, to apply to join our team. Upon request, accommodation for applications with disabilities is available. If you are applying for this position and require accommodation, please indicate this in your cover letter and we will work with you to meet your needs.