

Program Facilitator

Job Description



Position: Program Facilitator
Reports to: Senior Manager, Service Delivery
Salary: \$48,000 - \$52,500
Hours: 40 hours, generally daytime with some flexibility
Location: Onsite

Summary

The primary function of the Program Facilitator position is to:

- Facilitate drop-in center administration
- Facilitate food security and essentials programming
- Facilitate community-building and education programming

Responsibilities

Program and Drop-In Centre Administration

- Drop-in center phone and door management; provide resource referrals, program information and housing application instructions to women and community partners seeking support. Escalates and delegates call outcomes to appropriate staff member. May provide counselling, referrals and education regarding domestic violence.
- Provides general office and administrative support to include, HIFIS data entry, office supply orders, organizational tasks, mail administration, filing and digitizing, etc.
- Oversee office sanitizing, organizing and upkeep protocols.
- Coordinates in-kind donation drop-off, pick up and the collection of donor information, as needed.
- Maintains excellent program meeting minutes and distributes notes/follow up items post meeting.
- Works with team to coordinate social activities and community building events for clients.
- Supports the development and implementation of client feedback under supervision.
- Provides statistical reports and program updates to staff team and/or to program funders as required, with support from Executive Director.
- Other duties as assigned.

Program Facilitation – DV Education, Food Security, Client Support

- Administers Food Security Program for clients by conducting grocery and clothes shopping, booking client shopping visits and providing peer support for clients during their shopping experience.
- Contributes to development and review of relevant protocols, policies and procedures.
- Executes food safety routines, including kitchen maintenance, temperatures, food preparation, routine and deep cleaning procedures.
- Coordinates grocery-shopping and FeedNS partnership.
- Occasionally supervises volunteers engaging in food security program projects.
- Facilitates online peer support programming and education program (Alice on the Go) through virtual/in-person facilitated peer groups, virtual/email/text support.
- Supports development of client-facing program marketing materials and written communications, as required.
- Provides education and outreach to community partners to bring awareness to AOTG program.

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- Working within the confines of a budget to create the highest-level outcome.
- Strategically advances and expands program reach.
- Ongoing review and development of Alice on the Go content, including development of content that reflects the diverse needs of African Nova Scotians, racialized groups, LGBTQ+ groups and diverse abilities.
- Program evaluation data collected and reported to management.

This is a general overview of the position, and duties are subject to change at the discretion of Alice House.

Skills/Qualifications

- Related university degree or diploma and with combined training and /or human services experience.
- Must be cognizant of the issues, concerns, and struggles that are faced by women and their children experiencing family violence.
- Must have strong computer skills, Proficiency with Windows, Google, MS Word, Internet and Email, and comfort learning and navigating digital platforms.
- Must have a developed understanding of Trauma Informed Practice and actively integrate this practice into interactions and supportive counselling with clients and team members.
- Knowledge of community agencies and services available to women in Halifax Region.
- Excellent writing, communication and presentation skills.
- Ability to identify gaps and proactively contribute to team workloads as time allows.
- Holds in strictest confidence client's personal information and maintain professionalism amongst client and peer interactions.
- Possesses strong boundaries and work ethic.
- Takes a collaborative and flexible approach to day-to-day work.
- Able to work primarily from home but able to facilitate groups or attend in person meetings when required.
- Strong organizational skills.
- Strong understanding of peer group facilitation and comfortable talking in front of small groups.
- Driver's license, access to a reliable vehicle and satisfactory driving abstract is required for this role.