Role Title: Support Coordinator
Reports to: Program Manager
What this job is really like:

As one of three Blue Door Support Coordinators you are responsible for coordinating support plans for participants and then offering practical, meaningful and holistic supports to move the plan into action. The support plans (also known as an exit plan) created is comprehensive, realistic, and guided by the input and needs of participants. You will work with individuals to determine all of the issues, challenges, and barriers that may be present, and seek creative solutions and opportunities to overcome these challenges.

You have a strong background in providing individualized support to persons with complex needs. You have worked in community based settings and have a high level of comfort reaching out to people. You are comfortable working in a chaotic environment and have a proven track record for building trustful, respectful relationships with marginalized populations.

The Blue Door Project will embody the principles of:
- Meeting people where they are;
- Non-judgemental and accepting of chaos;
- Reaching out & consistent contact;
- Innovation and thinking outside the box;
- Harm Reduction;
- Self Determination

The right person for this position values these principles in their work. They are not sitting in the office waiting for people to contact them; rather they are on the phone, in a coffee house or dropping into outreach spaces to make connections with people. They don't give up on people, and don't get disappointed in participants when they don't follow through or it seems progress made is starting to unravel.

You have healthy boundaries. You strive to find the balance of giving 100% to participants, but also know when you've given enough and you need to take care of yourself.

The Jobholder is typically responsible for:	This job will typically be measured by
• Provide intensive case management to program participants; • Provide ongoing emotional support, encouragement and unconditional acceptance to participants; • Build working relationships with each participant, getting to know them as unique individuals and clarifying the role of Support Coordinator; • Meet with each participant a minimum of once per week; • Identification of individualized needs and develop an individualized exiting plan in conjunction with the participant; • Conduct risk assessments and establish safety plans with participants; • Assist participants in meeting their basic needs; • Oversee referral process to external services; • Oversee the transportation of participants in personal vehicles to assist with medical appointments, counselling appointments and various activities of daily living such as banking/ grocery shopping. • Liaise with social service agencies and other support networks involved with the participant to ensure coordination of services and supports; • Focus on crisis prevention through problem solving and planning with participants; • Management of crisis situations that do occur and implement appropriate action plans to resolve incidents in a safe manner; • Ensure all documentation, exiting plan reports, statistics and other data is accurately captured in ARMS; • Participate in weekly staff meetings; • Ensure compliance with organizational policies and procedures; • Support lifeskills and leadership development opportunities for participants;	• Strong relationships built with participants; • Ability to connect participants to service providers; • Meeting commitments outlined in the exit plan; • Maintaining accurate records; • Proactively reaching out to participants and engaging in outreach activities; • Maintaining healthy boundaries

Knowledge & Experience Requirements	Competencies Required
• University degree in the field of social work, mental health, community development, counselling, or other relevant field of study • 3 years' experience working with populations with complex needs. Specific experience with persons who have experienced sexual exploitation or sex work is an asset; • Program development experience; • Excellent knowledge of resources available to the target population; • Excellent conflict resolution skills; • Skilled in negotiation and relationship building • Strong organizational skills • Excellent analytical and problem solving skills	• Strong written and verbal communication • Attention to detail • Problem solving • Prioritization and Multi-tasking • Time Management • Excellent interpersonal skills

Working Conditions & Physical Effort

- Part Time position, 20 hours per week
- Flexible Work Schedule,
- Work will largely be performed outside of an office, a lot of travel to accompany participants to appointment
- Access to a vehicle is a requirement of the job

- Vulnerable sector screening and criminal record check is required;
- The environment will often times involve crisis situations which may pose safety concerns to participants and the staff team and will be considered high stress situations
- High exposure to participants trauma through sharing of information

Other Aspects of the role

- New initiative for our province, therefore an opportunity to be innovative and build expertise in a field that no one else is working in within the province;
- Strong partnership have been built for the program

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.