



Client Services Coordinator – Full Time

GENERAL SUMMARY:

Reporting to the Executive Director, the Client Services Coordinator is responsible for assisting individuals/families in urgent need of basic necessities. This is achieved by implementing progressive case management practices that include; assessing the client's needs, determining their eligibility for services and referrals to CCWN's or other agency services. The Client Services Coordinator provides leadership to the development, coordination, delivery and supervision of programs, services, and initiatives in accordance with prescribed policies and procedures.

Key Responsibilities:

Direct Service

- Interview and assess the complex or multiple needs of individuals/families seeking help or are referred to CCWN by partnering agencies.
- Assist, support and advocate for clients to obtain basic needs and achieve housing stability.
- Review eligibility of clients to receive emergency/food/utility/housing, etc. assistance based on their current financial situation and related program requirements.
- Identify and register clients to any of CCWN's full suite of programs/services that would help their situation including: Emergency, Food, Clothing, Back to School, Holiday Hamper and Angels, Birthday etc.
- Identify and make referrals to relevant external community agencies, programs etc. including: 211, Employment Help, Ontario Works, ODSP, Niagara Legal Clinic etc.
- Register new clients, and update existing client files in collaboration with Administrative Coordinator.
- Create a file (hard copy and electronic) and enter information in database such as Link2Feed or HIFIS as appropriate, update database with each consecutive visit.
- Perform required program documentation, data collection, administrative duties, and exchange of relevant confidential information as necessary.
- Ensure that information and documentation regarding clients and CCWN business is kept secure and confidential.

Community Care of West Niagara

4309 Central Ave. Beamsville | 3831 Victoria Ave. Vineland
PO Box 171 Beamsville, ON L0R 1B0
905-563-5822 | www.communitycarewn.ca | [@communitycarewn](https://www.instagram.com/communitycarewn)

Proud Partner Agency





Advocacy

- Promote CCWN programs in community and when attending any meetings with partner agencies.
- Research community needs as well as resources available, demographics, trends and best practices for our programs to ensure they are appropriate and targeted effectively.
- Plan and implement a range of advocacy, networking, support and direct client service programs, training and workshops.
- In consultation with Executive Director, represent CCWN at offsite meetings/events and liaise with local media for the purpose of program, service and special initiative promotions; produce and update (online and print) promotional, communication and training materials.
- Foster relationships and liaise with other service providers locally and regionally to maximize program and service delivery for children, youth, and adults facing economic hardships in our community; participate on committees and boards as appropriate.

Volunteer Engagement – in consultation with the Administrative Coordinator:

- Oversee the promotion of volunteer opportunities with CCWN through recruitment and strategic outreach campaigns.
- Develop and implement an ongoing recruitment and retention strategy, with the goal of increasing volunteer participation.
- Collaborate with all CCWN service areas to determine volunteer needs and opportunities
- Ensure the development and training of volunteers, including the creation of manuals, screening materials and design of training programs.
- Coordinate and support volunteers to participate in meeting the client support needs of CCWN.
- Develop and implement a plan for volunteer recognition, appreciation and celebration.
- Track, evaluate and report volunteer hours and assignments including maintaining volunteer lists that are accurate and up-to-date.
- Collect ongoing feedback from volunteers and evaluate future assignment needs.

Community Care of West Niagara

4309 Central Ave. Beamsville | 3831 Victoria Ave. Vineland
PO Box 171 Beamsville, ON L0R 1B0
905-563-5822 | www.communitycarewn.ca | [@communitycarewn](https://twitter.com/communitycarewn)

Proud Partner Agency





Records/Reporting

- Assist in the development, monitoring and control of all applicable operating and supply budgets.
- Contribute to the preparation of grant reports and proposals; provide leadership and support to special events and public relations initiatives, as directed.
- Maintain accurate client records, program participation data etc. in hard copy such as files and registration forms and electronically be it in HIFIS, Link2Feed, Excel as examples.
- Update records and compile reports on a monthly basis.

Other

- Demonstrate and promote a personal understanding and appreciation for CCWN's mission, vision, strategic direction and values.
- Provide administrative and coordination supports for volunteer groups and ad-hoc groups.
- Exercise a high level of confidentiality in all interactions.
- Participate in ongoing training for client service, volunteer coordination, program development etc.
- Promote and participate in a work environment free of workplace harassment and violence.
- Perform work in a safe manner, so as not to endanger oneself or others.
- Immediately report all workplace hazards, accidents or other occurrences that may pose a risk to the organization or the safety of oneself or others.
- Adhere to the requirements outlined in the CCWN Staff Handbook, Occupational Health & Safety Act, Workplace Safety & Insurance Board Act, Ontario Human Rights Code and Employment Standards Act.
- Participate in all training programs as required.
- Participate in team/staff meetings when required.
- Additional duties may be assigned by the Executive Director.

Qualifications:

Education/Experience

- Post-secondary education in a related/relevant field of study.
- Minimum 2 years' experience in delivering community-based client centered services.
- A combination of education and experience will also be considered.

Community Care of West Niagara

4309 Central Ave. Beamsville | 3831 Victoria Ave. Vineland
PO Box 171 Beamsville, ON L0R 1B0
905-563-5822 | www.communitycarewn.ca | [@communitycarewn](https://twitter.com/communitycarewn)

Proud Partner Agency





Knowledge, Skills and Abilities

- Superior written and verbal skills; effective communication and problem-solving skills
- Evidence or track record in achieving targets/objectives for client service
- Experience working with community groups, the media and the general public
- Proficient in the use of Microsoft Office, Adobe Creative Suite, social media tools, and aptitude to utilizing software specific to Client Services (HIFIS, Link2Feed, JumpStart, OESP, LEAP etc.)
- A high level of effective time and project management, personal initiative and teamwork
- Organized and detail oriented, with the strong ability to multi-task as necessary
- Establish and maintain positive working relationships with the Executive Director, staff, volunteers, Board of Directors, suppliers, donors, clients, and other stakeholders
- Understanding of issues facing people living in poverty
- Vulnerable Sector Police Check, a valid Ontario Driver's License and access to a personal vehicle

Working Conditions

Modestly pleasant office surroundings with occasional exposure to excessive heat or cold and periods of continuous noise generated by incoming telephone inquiries and/or other office communications. The job requires some sudden shift of mental focus that is beyond the control of the job such as responding to crisis, stressful and/or unexpected situations.

This position requires the ability to communicate effectively with diverse groups of individuals with varying levels of ability, and occasional communication with upset or angry individuals. This position may involve dealing with clients and families experiencing conflict issues. The role requires adaptability during busy times and the ability to maintain focus while managing a number of requests and situations at one time.

- Prolonged sitting in an office chair, with frequent use of a computer, and situated at a desk, with periods of standing and walking
- Significant mental and visual concentration while listening and communicating with clients
- Occasional lifting of office supplies/equipment of approximately 30 lbs.
- Considerable physical movement and effort when involved with event set-up, which includes bending, squatting, standing, walking
- Mobility to travel and work on events and training initiatives at various locations
- Work duties are routinely performed at main office, and intermittently offsite as required
- Four or more hours per day of close visual attention and/or concentration using both a computer and phone (use of hands-free device can be made available)
- Available to work a variety of hours including early mornings, evenings and weekends

FINAL – Updated: May 01, 2023

Community Care of West Niagara

4309 Central Ave. Beamsville | 3831 Victoria Ave. Vineland
PO Box 171 Beamsville, ON L0R 1B0
905-563-5822 | www.communitycarewn.ca | [@communitycarewn](https://www.instagram.com/communitycarewn)

Proud Partner Agency

