



November 27, 2024

## **Community Service Order (CSO) Coordinator** **(Permanent Full Time - 28 Hours/Week)** ***Internal/External Job Posting***

John Howard Society of Waterloo-Wellington (JHSWW) is looking for a new team member to join our team as a Program Support. We offer an excellent work environment and competitive company benefits. As a community-based charitable organization focused on crime prevention, we offer: life skills coaching/programming; diversion and other programs and services fostering accountability and learning, repairing harm and making amends; and employment programs. We understand myriad factors contribute to crime including social and community factors. We work closely with stakeholders including other community agencies, schools, probation, police, courts, employers, and others. JHSWW is accredited by Imagine Canada. We have three priority focus areas in our current strategic plan:

- ❖ RESILIENCY
- ❖ COLLABORATION
- ❖ INCLUSION

For more information about the John Howard Society of Waterloo-Wellington visit <http://jhsww.ca>.

Applications are currently being accepted for a temporary fulltime contract position as Community Service Order Coordinator within our Kitchener Area office and may on occasion be required to provide back-up coverage in Cambridge. The CSO Coordinator position reports to the Director of Community & Client Services and involves a work week of 28 hours, Monday to Wednesday 9am – 5:00pm, Thursday 12:30pm – 8:30pm. A driver's license and reliable vehicle are required for the position.

### Primary Responsibilities:

- Recruit, develop and maintain appropriate community service placement opportunities
- Contact participating community placements on a regular basis to assist them in their ongoing interactions with CSO clients
- Conduct intake interviews for all program referrals and ensure the client understands the program requirements
- Assess clients' skills, abilities, needs and other relevant factors for CSO placement
- Identify appropriate work activities and contact community agencies to arrange client placement
- Refer clients to appropriate service providers where additional support is required
- Supervise clients' progress through monthly interviews and regular contact with placement agencies, including verification of CSO hours completed
- Maintain up to date case notes for all clients indicating number of hours completed, placement information and all information necessary for potential enforcement
- Prepare all necessary correspondence and documentation including letters, progress reports, completion reports, warning letters, etc. and send to relevant parties
- Write will statements in cases where enforcement is necessary
- Case conference with probation officers on an on-going basis and provide written client updates each month
- Developing new work placement opportunities throughout the community and promoting positive relations with organizations currently participating in the program;
- Liaising with probation officers and providing written monthly updates on all clients, as well as submitting statistics to the Ministry of the Solicitor General on a monthly basis;
- Maintaining case files, including case notes and statistical records in accordance with Agency and Ministry standards;

The following are essential skills, abilities and requirements for this position:

- A minimum of a Bachelor's degree in the social sciences and one to three years' experience in the area of community order/justice programs.
- Superior public relations skills to initiate and maintain good working relations with a variety of community agencies
- Demonstrated sound judgment and the ability to be decisive in crisis situations, and familiarity with de-escalation techniques
- Excellent verbal and written communication skills
- Understanding of program performance metrics and data collection tools and the importance of valid and reliable data
- Strong cross-cultural and diversity perspective and awareness
- Excellent organizational and time management skills along with the ability to multi-task
- An understanding of the legal duty to report under the *Child, Youth and Families Services Act* and related legislation
- Demonstrated computer proficiency in Microsoft Office®, EMHware®, and internet search tools
- Well-developed interpersonal and relationship building skills; ability to establish rapport with clients
- Familiarity with community programs, services, and resources that may be of benefit for clients
- Initiative and an ability to work independently and ability to work as part of a team
- A satisfactory police records check for access to vulnerable populations
- A valid driver's license, personal vehicle and insurance
- Experience with client file management software is preferred
- Fluency in French would be considered an asset

Compensation: \$27.10 (\$40,768 Annually) Vacation: 4 weeks/year; Competitive Group Benefits. Other Benefits include Pension (after 2 years); Employee Recognition Program & Staff Awards Program

**Interested candidates should submit a cover letter and résumé by 4 pm (noon) EST on Wednesday December 13, 2024 via email to [resumes@jhsww.ca](mailto:resumes@jhsww.ca).** Please include the job title in the subject line of the email.

*The John Howard Society of Waterloo-Wellington is dedicated to providing a welcoming space for all clients, staff, volunteers, placement students, and guests. We welcome applications from people of all races, ethnicities, religions, cultures, sexual orientations, gender identities and different abilities. Should you require an accommodation or any aids during the application or interviewing process, please do not hesitate to contact the Director of Human Resources mentioned above, to give us the opportunity to make suitable arrangements. Any personal information submitted to the John Howard Society of Waterloo-Wellington will be retained for the purpose of the recruitment process only*

