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## **People and Coaching**

The Working Centre is a dynamic community based organization with projects that range from: employment supports and financial problem solving; an integrated response to homelessness and addictions including a community kitchen hub, medical and psychiatric supports, street and encampment outreach; a growing network of affordable and supportive housing and shelters; community enterprise projects including plant-based cafes, a bicycle recycling shop, a computer recycling shop, a housewares and furniture thrift store and a clothing shop.

The Working Centre has been developing a Living System organization with the capacity for creative responses. A Living System means that our practices and approaches have the openness to evolve, that cooperation, responsiveness, hospitality and diversity are key features. An important part of our Living System is the development of four key hubs (Work and Livelihood, St. John's Kitchen and Outreach, Housing and Shelter, and Community Tools and Enterprise), along with formalizing our internal groups that look after buildings, infrastructure, maintenance, accounting and IT in order to support projects to root, develop and grow. This transition supports the important complexity and diversity of The Working Centre.

We are currently hiring a number of new positions to help us strengthen and build our work moving forwards.

### **JOB SUMMARY**

The People and Coaching role works to build our teams, interview and welcome new people, and support people who are working in our many projects. The Working Centre team consists of over 200 people working in more than 30 projects. This role is part of an integrated team working to welcome people to the culture of our organization, to share frameworks that help people to understand how to do this work well, and to design and redesign relevant training and resources as we work dynamically together. The focus of this work is on the well being of each person in the work, building strong teams in diverse and challenging workplaces, ensuring that we are looking to the strengths of each person, and supporting the conflicts that emerge. This is a coaching role that cultivates the skills of peace-making in the work. We are strengthening this team, ensuring we can follow the careful work of welcome and building capacity in the work.

### **SUMMARY OF RESPONSIBILITIES**

- Screen, interview and welcome/onboard people into the organization. We have strong practices and routines that welcome people into the organization and our approach to the work.
- As part of the Coaching team, offering one-to-one designed to allow people to process complexity in the work, build the personal resilience and communication skills for the work.

- Offer team learning session on Working Centre philosophy and approach to the work based in relationship building, trauma-informed care, respect, holding the person at the centre, working in non-hierarchical environments.
- Offer learning sessions on the core skills of the work including awareness of community resources, drug poisoning response, de-escalation, knowledge of the housing system, community medical supports, mental health and addiction supports, belongings management, suicide awareness, working with people with psychosis, and holding healthy boundaries. We do these sessions across the organization, bringing people together to learn from others, harmonize their work, and build relationships across projects.
- Help us to continuously create new learning that responds to the challenges that emerge in the work.
- Join in conversations with Team Leads, Scheduling, and Payroll to shape and support the role for each worker, consistent with our needs and theirs, and holding the balance of these priorities.
- Reflect the challenges of the work, as gained through active listening, helping the wider TWC leadership team to continually advocate for the resources needed to do the work, and/or to design new ways to respond to these challenges. We support the team, but we also work to change the conditions in which we work.

#### **QUALITIES AND QUALIFICATIONS**

- An openness to listen, to ask questions, to see the strengths in each person. Equally, an ability to enunciate ideas that are invitational but also set the frame in which we welcome people to the work.
- Ability to welcome other points of view and ideas, recognizing and embracing different and contrary perspectives with kindness, curiosity, and encouragement; we practice the cultivation of diversity in our spaces, keeping ourselves open to the change and strengths that come with this commitment.
- Ability to multi-task, deal with multiple demands, and to stay calm under pressure; we know that the details of tending our team members' journey are a form of the care we express.
- Hard worker who is willing to go the extra mile to meet people and project needs.
- Ability to work well independently as well as to function effectively as a member of a diverse team
- Willingness to bring practical and focused skills to build structures and frameworks that strengthen cooperative organizational infrastructure.
- Willingness to learn with us about how to hold our living systems model.
- Willing to engage in the thoughtful connecting and ongoing support of team members that help them to bring their best selves into complex work.

#### **COMPENSATION AND BENEFITS**

We are looking for someone to join our team full time, working Mondays to Fridays from 9am-5pm.

The Working Centre has always held an equal salary policy across the organization, reducing comparisons and hierarchy. This position starts at \$61,500 annually. We offer a full benefits package that starts after 3 months of full time work.

## **APPLICATION PROCESS**

The Working Centre is a dynamic and highly responsive organization. Co-workers come from all walks of life, a variety of cultural backgrounds, and an eclectic mix of age groups. We are constantly learning and are challenged in our work. Our work is flexible, anchored in key ethical principles, always balancing needs of funders as we work hard to serve growing numbers of people. The work environment is meaningful, respectful and we do good work together.

This work is more than a job – it is about committed community work in a collaborative environment. If you think that this role would make you excited to come to work every day, we'd like to hear from you.

Email your application to [working@theworkingcentre.org](mailto:working@theworkingcentre.org) and include:

- A cover letter explaining your interest in this position, our organization and how your experience and skill would be a good fit.
- Your resume