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Work and Livelihood Hub Lead

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 Work and Livelihood Hub supports our Job Search Resource Centre, EmployNext Employment Supports, Money Matters Financial Problem-Solving, Income Tax Clinics, and Job Café project. These resources are embedded in our community-based resource centre (seeing 5,000 people a year), that actively works to create a space of welcome, responsiveness and creative problem-solving. The hub role helps us to strengthen the work, hold external commitments to funders and builds a culture of responsiveness to changing needs that emerge in the work. People form the core of this work and the hub lead supports the team doing the work and supports the system problem-solving when complex situations emerge.

SUMMARY OF RESPONSIBILITIES

- Support our ongoing transition under EmployNext, hold relationships with Serco, the Service System Manager, and with Ontario's MILTSD.
- Work with the team to ensure that we accurately translate our active resource centre, demonstrating how we meet system outcome commitments; build awareness of the increased employment system data tracking needs and support this work while holding the balance of meeting the needs of people walking in our doors.

- Ensure the Resource Centre is hospitable, diverse, and meeting the ever-changing needs of people; support and develop innovative responses to employment related challenges.
- Support public computer access, our public voice mail system, booking and tracking systems, active volunteer engagement; support for student learning placements.
- Strengthen our place-based community-based Employment Counselling approach such as problem solving, creative resourcing, openness to recognizing system gaps, and inspiring creative change as needed.
- Connection to and collaboration with partners: OW, ODSP, cultural groups, Employment Ontario managers, Newcomers, Immigration Partnership, literacy groups, settlement agencies.
- Support the dynamic Money Matters hub providing financial problem-solving and support with unravelling the knots of our income support system world.
- Support annual Income tax clinics, OESP, Community Volunteer Income Tax Program.
- Actively seek awareness of financial, employment, and housing systems in order to help leverage creative solutions on behalf of people we serve.
- Create an active learning environment, supporting the teams to build knowledge and skills helpful in their work.
- Work collaboratively to support, develop, and integrate our Job Café, which provides casual work and/or work skill building opportunities.

QUALITIES AND QUALIFICATIONS

- Excellent time management skills, with the ability to perform multiple tasks and meet deadlines while maintaining quality and staying calm under pressure.
- Hard worker who is willing to go the extra mile to meet people and project needs.
- 5 years proven experience leading a team of people.
- Ability to work well independently as well as to function effectively as a member of a diverse team.
- Welcomes other points of view and ideas, recognizing and embracing different and contrary perspectives with kindness, curiosity, and encouragement.
- Willingness to bring practical and focused skills to build structures and frameworks that strengthen cooperative organizational infrastructure.
- Understands data tracking systems and can hold both the high view of results, and the particular day-to-day steps that support this tracking; brings a wisdom to see how data tracking and person-centred hospitality can co-exist.
- Learning together with us as we hold leadership in a living systems model that honours the inclusion, creativity, and diversity in each project.
- Willingness to engage in the thoughtful connecting and advocating of system change a person at a time.

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. Our leadership has always accepted less money in respect of this ethic.

These new positions are created with this spirit, while also inviting roles that help to foster both the beauty of the work and the systems and commitments that increasingly challenge the work. This position starts near the top of our salary policy, at \$70,500 annually. We offer a full benefits package that starts after 3 months of full time work. We welcome people who see the challenge of this work that sustains community.

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 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