



Independence  
for the Deafblind  
Community

## **Consumer Programs Coordinator - RCA – Contract - six months**

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Are you a passionate professional, looking for a rewarding career with meaning and satisfaction where you make a difference in the lives of others? Are you looking for on the job learning, professional development opportunities, inclusive and supportive work culture, competitive salary and benefits? Join our team of dedicated professionals at the Canadian Helen Keller Centre (CHKC) providing affordable housing, training and intervenor services and supports to adults who are deafblind.

Our mission at CHKC is to empower the deafblind community through consumer driven services and opportunities that maximize independence. We value feedback from consumers such as “the day I contacted CHKC for the first time was the best thing I ever did”, and continually strive to exceed expectations.

We are looking for a Consumer Programs Coordinator – contract position to join our team who embrace our values of advocacy, respect, collaboration, professionalism and community. In return, we are committed to train, coach and invest in your behavioural and technical skills. If you have a positive attitude, and professional demeanor, we are interested in discussing together the opportunity of a fulfilling career at CHKC.

### **Position Summary:**

The Consumer Programs Coordinator – RCA supports the Consumer Programs Manager with the planning, organization, direction, and operation of programming offered to consumers of CHKC.

### **Position Responsibilities:**

#### **Program Management and Quality Assurance:**

- Develops, delivers and reviews recreational, social and educational programming for groups at RCA.
- Provides one-to-one engagement for tenants at RCA.
- Collaborates with the Consumer Programs Coordinator as needed.
- Solicits feedback from consumers on programming.
- Assists program facilitators with development and delivery of content.
- Develops and distributes a regular schedule of activities.
- Maintains databases of community, consumers, instructors, intervenors, etc. as it relates to programming at RCA.

#### **Finance and Information Management:**

- Gains approval, documents and submits any expenses to the Consumer Programs Manager.
- Maintains an appropriate and adequate flow of information to and from all stakeholders.
- Prepares and/or assists in the preparation of reports/information as required.
- Periodically participates in team and staff meetings when necessary.



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- Assists with files and forms related to consumer programming.

#### **Community Relations:**

- Advocates for persons who are deafblind.
- Develops and maintains effective community relations, including networking with sector stakeholders.
- Develops and fosters partnerships with other agencies.

#### **Agency-Wide Expectations:**

- Promotes and demonstrates CHKC's mission, vision and values within the workplace and in the community by having a positive and professional relationship with consumers, staff, volunteers, the Board of Directors and other organizations.
- Ensures a high level of communication, including face-to-face, with consumers and staff.
- A flexible availability, including a willingness to work days, evenings, weekends, and holidays as necessary.
- Respects the privacy and maintains confidentiality of staff and consumers.
- Serves as a role model to others by demonstrating a respectful and positive attitude.
- Completes all agency required training.
- Participates in agency tours and information sessions and engages in public speaking from time-to-time.
- Provides reports and articles for web site updates and other awareness materials such as magazines and fundraising materials.
- Seeks out professional development opportunities.
- Assists and/or participates in the planning and production of agency events as required, including celebrations, public awareness events and fundraising events and campaigns.
- Participates in relevant projects, working groups and committees with the prior approval of your supervisor/manager.
- Ensures consistent implementation and adherence to approved CHKC policies and procedures.
- Participates in the orientation of new employees.
- Supports a positive, healthy and safe workplace.
- Works cooperatively with the Joint Health and Safety Committee (JHSC), as it applies to relevant incident reports, and areas of potential risk.
- Supports and implements recommendations made by the JHSC.

\* *All other duties as assigned*



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## **Work Environment**

- Office and community environment
- Majority people-facing role
- Fluctuating levels of work pressure (consumer dependent) with manageable volumes of work
- Supportive environment and ample resources available

## **Skills and Qualifications**

- Post-secondary education in human services field and/or relevant working experience
- 3-years working experience with persons who are deafblind
- Valid G driver's license and car is an asset
- Strong skills in American Sign Language, adapted/tactile sign language and other alternative communication methods used by persons who are deafblind
- Excellent interpersonal skills to deal with a variety of individuals, including consumers, intervenors and management
- Proven ability to work independently, and within a team
- Proven ability to prioritize and organize responsibilities
- Ability to provide solutions in a timely manner to routine and complex problems, utilizing strong analytical, creativity and problem-solving skills
- Strong communication skills, both written and oral, including public speaking
- Knowledge of community and government services, programs and resources
- Knowledge of activities and issues relevant to the deafblind community
- Excellent computer skills
- Knowledge of assistive devices and technology
- Dependable, flexible, reliable and professional

**Duration – six months from start date**

**Annual Salary - \$ 47,320.00 per year based on a thirty five hour work week**

## **How to Apply**

Contact: Nisha Parakat, Human Resource Specialist



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Email: [recruitment@chkc.org](mailto:recruitment@chkc.org)

Application Deadline: February 1, 2023

CHKC is an equal opportunity employer. We encourage applicants from all protected classes to apply. CHKC values diversity, equity, inclusion and compassion in the workplace.

We thank all applicants, however, only those considered for an interview will be contacted. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please advise prior to the interview if you require accommodation and we will make appropriate arrangements.

Website: <https://www.chkc.org>

Facebook/Twitter