



## Internal/External Posting

### Program Supervisor, Adult Learning Programs

**Permanent Full Time Position: 35 hours per week**

**Expected Start Date: November 30, 2024**

**Salary Range: \$ 25.75 to \$30.91 per hour**

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

#### Job Summary

- Under the general supervision of the Director, Community Programs, and working within the program objectives and goals, the Adult Learning Program Supervisor provides leadership in the planning, implementation and evaluation of the full range of programming (small group reading/writing and digital/computer assisted learning) aimed at improving the literacy levels and life skills of adults living or working in South and Central Etobicoke.
- The program is learner centred, community based and community building, thereby contributing to increasing the access or empowerment over the determinants of health: further education, independence, employment/income, physical and mental wellbeing.
- This position supervises 1 Community Literacy Worker and will ensure that all organizational policies are followed.

#### Primary Responsibilities

- Facilitate and implements the development, implementation and evaluation of adult learning (literacy and basic skills) initiatives/activities which address identified education and training needs of adults 19 years and up.
- Create and monitors program work plans in consultation with stakeholders (i.e. participants, employees, funders and the network of adult literacy and upgrading programs).
- Conduct and co-ordinate program evaluation for provincial funder, LAMP, which may include a variety of tools including participant focus groups, satisfaction surveys.
- Lead program strategic planning, implementation of best practices and initiates various program models based on identified trends or gaps in service, funder policies and requirements.
- Performing participant intake/assessment, goal setting and evaluation.
- Interviewing and training and placing and supporting volunteer mentor/tutors.
- Collaborate with key partners (LAMP funders, community stakeholders) to strategically manage ongoing challenges and changes affecting community literacy and health programs.
- Coordinate staff team, communicating LAMP management and funder expectations.

- Facilitate quarterly Team meetings to: promote the exchange of information and resources, participant case activity; provide program updates, including funder AOLC and EOIS data base developments and requirements; provide mutual support (discussed shared staffing resources, problem solve programming issues; discuss and identify community trends; and to share best practices in working within Adult Learning field and at LAMP).
- Coordinate hiring, orientation and staffing contracts, and will promote a team and integrated approach model.
- Promote a lifelong learning philosophy for LAMP staff, adult learners and volunteers, facilitating training and their professional development as needed.
- Provide supervision, support, training and performance appraisals.
- Facilitate the development of program policies and procedures.
- Establish, nurture and maintain partnerships internally and externally to raise issues of literacy as a social determinant of health, and to increase access for people with low literacy.
- Participates in system planning and co-ordination as a member of the local literacy community planning group through Metro Toronto Movement for Literacy (MTML).
- Develop and coordinate social marketing and outreach activities with various partners (i.e. LAMP community relations; Toronto West literacy quadrant; Employment Ontario service providers, Toronto Social Services).
- Act as resource in Clear Language and Design training and consults on visual material targeting the public (i.e. flyers, posters, surveys) for LAMP programs and services as required.
- Facilitate constructive problem solving within program (i.e. between staff, amongst participants, and inter-program at LAMP).
- Provide supportive, informal counselling, including referrals as appropriate to program participants.
- Oversee annual core budget, all program evaluation and statistical reporting (monthly, quarterly, year-end) under the Employment Ontario - Literacy and Basic Skills Performance Management Framework.
- Achieve outcomes detailed in funder contractual agreement annually to maintain minimal risk level status designation with Ontario Ministry of Labour, Immigration, Training and Skills Development - Employment Ontario, Literacy and Basic Skills Branch.
- Liaise and foster a good working relationship with key stakeholders (i.e. MILTSD field consultant, LAMP management, internal and external community partners).
- Represent Adult Learning Program internally (Leadership Committee, various select committees),externally as a strong advocate and champion of the Community-based sector, Adult Learning, specifically Literacy Essential Skills,
- Other duties as required.

### Required Qualifications

- Degree in the Social Sciences, Adult Education or related field.
- Minimum of 3 years experience in a related environment.
- Knowledge of, experience and demonstrated commitment to lifelong learning, Adult Education, Literacy and health promotion based on social determinants of health principles.
- Progressive experience in community development and community based program management.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills (written, oral, informal counselling, listening) with the ability to clearly convey information and ideas.
- Positive attitude, empathetic, flexible and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Budgeting, financial and resource management skills.
- Strong collaborating, group facilitation, leadership and creative thinking skills, with the ability to utilize a variety of approaches to work effectively in varying circumstances

- Skillful in client intake, assessment and support.
- Excellent support, supervision, coaching and mentoring skills for staff, clients and volunteers.
- Excellent organizing, time and priority management abilities.
- Appreciation of diversity and working with marginalized individuals.
- Utilize 'Big Picture' thinking with attention to detail on the ground.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, and/or a second language that is reflective of the community being served are all preferable assets.

### Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Adobe).
- Familiarity and confidence in using database applications for accurate record entry and report retrieval EOIS - Cams (Employment Ontario). Including funder online case management and online funding reporting.
- Strong skills and ability to easily navigate the internet/intranet environment, Social media Basic Web page updates
- Ability to learn new software quickly and willingness to continuously develop technology skills.

### Working Conditions

- Commitments may include some weekends and evenings as required.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. **"Walk the talk."**
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

### Physical Requirements

- Occasional data entry, with frequent sitting for extended periods of time.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources & Operations.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job..

*LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.*

Please send your resume with a cover letter to **Human Resources:**

<b>Email Address</b>	<b>recruiting@lampchc.org</b>
<b>Subject</b>	<b>Job Opening Program Supervisor, Adult Learning Programs</b>
<b>Internal Deadline</b>	<b>5:00 pm on Wednesday, November 6, 2024</b>
<b>External Deadline</b>	<b>5:00 pm on Wednesday, November 13, 2024</b>

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.***