

**COMMUNITY OUTREACH & SOCIAL ENGAGEMENT
COORDINATOR (COSEC)****COMPANY AND CANDIDATE PROFILE:**

At Mosaic, we believe in the right of all persons to continue to grow as human beings, to continue to create, connect and have meaning. We believe in the importance of community and the creation of community connections across the private, public, and not-for-profit sectors. We are leading the way to the development of person and age friendly communities that enable healthy aging and bring people together to achieve common social goals.

Mosaic Home Care & Community Resource Centre is recognized as a best practice leader in home care services and for the way it addresses human values and social and community interaction. It is a recipient of the Gold Medal of The European Society for Person Centered Healthcare for its Person Centered, Community Focused Model of Care.

Candidates should be excited at the opportunity to champion these beliefs and to help support the continuing development of the community interface for our award-winning person-centered model of care.

The ideal candidate will express the following key attributes:

- Have an understanding and a commitment to concepts of personhood as an important aspect of human relationships outside of the typical care constructs that are usually defined by the lens of incapacity and other vulnerabilities.
- Demonstrate an ability and a passion for working and communicating with people of all ages, needs, cultures and backgrounds.
- Be an ethical person with a strong sense of self-awareness and a clear understanding of fundamental human rights

ACCOMMODATION:

Mosaic Home Care welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

MAIN OBJECTIVE:

Are you able to see the person within all of us? Do you believe in the right of all persons to continue to grow as human beings, to continue to create, connect and have meaning irrespective? Do you believe in the importance of community and the creation of community connections across the private, public and not for profit sectors? Do you want to champion the development of person and age friendly communities, to enable healthy aging and to bring people together to achieve common social goals?

If you have answered yes to all the above then Mosaic Home Care and Community Resource Center has an exciting opportunity for you.

We are looking for a person to fill the role of Community Outreach and Social Engagement Coordinator to support our non-profit outreach across the GTA and to help support the continuing development of the community interface for our award-winning person-centered model of care. The candidate will need to express the following key attributes:

- A recreational and community- based background and experience in creating, managing, and running events in the community and at our resource centres. The candidate will need to lead, organize, and create ideas for a range of community events for both in-person and online Zoom platforms.
- A passion for community and a willingness to spend time doing the necessary groundwork and research required to develop resources and connections.
- The candidate will need to be able to develop strong relationships with other community agencies, non-profit and for-profit entities.

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- An ability and a passion for working and communicating with people of all ages, needs, cultures and backgrounds.
- An ethical person with a strong awareness of their own self and a clear understanding of fundamental human rights.
- Well organized and detailed and able to work both on their own and within a team. The candidate will also need to be able to perform, collate and report on basic research conducted and to be responsible at times for initiating their own direction and work.
- Job specific proficiency with Word, Excel, and PowerPoint as well as Adobe software, Outlook, Zoom, Microsoft Teams and comfortable using web-based applications. This will also include some work on Mosaic's current data system, updating community contacts and resources.
- An ability and willingness to learn where their skill sets may be lacking is also important.

The role will involve the following key functions:

1. Overall responsibility in running fun social Zoom programs with speakers and presenters online, plus face-to-face programs starting off at our resource centre in the coming months and in the community. Our resource centre is located at Armour Heights Church on Wilson and Avenue Road Area.
 - Resource centre responsibilities include developing and running community events, researching community resources and keeping the resource library up to date and comprehensive.
2. Mosaic is continuing with our community mapping project, and this would involve outreach and research with respect to this project and to connect with likeminded organizations who are receiving funding for community projects, that would like to collaborate. The mapping project is also partly a reformatting of our community resource function and the way in which information on resources are accessible both by the wider community as well as Mosaic's own families and clients. The role will therefore involve collating, organizing, and formatting of resource information for use by the wider community and by Mosaic staff, clients and families.
3. Mosaic hosts several events in the community and the role would involve responsibility for helping to run a number of these events.
4. Marketing support and other administrative functions.
5. Add our events onto community databases to get our company name in the public domain.

Role Prospects:

This is essentially a non-profit and community outreach role and the starting salary will reflect this. The role itself has the potential to develop to one with much higher levels of responsibility within Mosaic Home Care and Community Resource Center.

Community is a highly important part of the Mosaic model of care and employees who evidence an ability to enhance the operational efficiency and the reach of this resource to the wider community, as well as their ability and desire to contribute to the wider success of the Mosaic model of care would see additional salary benefits, enhanced organizational seniority and opportunities to engage with higher level decision making.



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At outset this is a position for someone who likes to be creative, who likes to work with people and who values community and who would also assist and support senior marketing, business development and community relations staff with Mosaic’s community outreach. As stated the position is one that could grow to include higher levels of influence within Mosaic and the wider community should the candidate express such a wish, but the award of the position itself is not dependent on this higher level of aspiration.

We reiterate that this is an exciting opportunity for somebody who wants to help create and engage with age and person friendly communities in the Greater Toronto Area.

This is a non-profit community outreach role and could grow and develop.

POSITION TITLE:	REPORTS TO	SALARY RANGE
Community Outreach & Social Engagement Coordinator (COSEC)	Marketing Manager	\$38,000 to \$46,000

WORKING CONDITIONS:

- Work weeks are 5 days, Monday to Friday, 8:30 a.m. to 4:30 p.m.
- Entitled to one paid thirty (30) minute eating break after five (5) hours of work. This will make the actual worked week as 37.50 hours; rather than 40.00 hours. However, the insurable earnings will remain as 40.00 hours.
- Work in the evenings, or weekends may be required. Extra time worked can be paid or accumulated as lieu time in such situations (*see offer of employment for details*).
- Work schedule must be flexible to accommodate deadlines and upcoming events and working between two offices (Armour Heights in Toronto and your in-home office). The regular work schedule will be a hybrid model of on-site and work-from-home.
- Working in the community, hospitals, medical clinics, community agencies, community centres, senior centres.
- Ability to work in a busy and fast-paced environment.
- Must have own car for marketing.

DUTIES AND RESPONSIBILITIES (but not limited to):

Community Resource Centre and Event Management

In-Person Events:

- Greet, communicate with, and register people as they walk into our Resource Centre.
- Develop ideas for ‘Social Time’ and other events.
- Organize knitting groups.
- Organize and coordinate Pole Walking groups.
- Assist with registration, coffee, tea and refreshments at events.
- Manage attendance for events, including reminder calls for events.

Online Events:

- Mosaic online Zoom events: responsible for organizing them, creating zoom links, taking in the RSVP’s, welcoming guests, and creating a PowerPoint of the agenda.
- Ensure presenter’s visual marketing material is prominently displayed during events (in-person and online events).
- Work with the Director of Business Development on programs and flyers and work with our art designer in creating flyers.
- Assist with ideas for newsletters and articles.

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- Work with the Director to create the newsletter (three times a year).
- Research and help organize podcast guests.
- May have to attend events with Director of Business Development outside of Ontario once a year.
- Create an excel document categorizing presenters either in-person or online dates of events, contact information and costing.
- Managing RSVPs for events and adding RSVP's coming through info@mosaichomecare.com
- Manage media organizations for events.
- Work alongside the Executive Administrator on social events and keeping track of larger social events.

Other:

- Maintain up-to-date marketing material by reaching out to community agencies regularly.
- Arrange to deliver, drop off/pick-up information packages and newsletters from other networks or community centers.
- Attend health fairs, marketing and various events in the community as needed.
- Assist potential walk-ins by explaining our services.
- Work closely with our Client Services Liaison with respect to events, interests, and activities to support our person-centred care services.
- Update events on our website and provide other updates to website technician.
- Creating Survey's through Survey Monkey.
- Keeping track of the printing and mailouts (Timeline/Troi).
- Responsible for adding events online through the Local Health Integration platform, and other community data bases.

General Administration:

- Print, sort and maintain an inventory of prepared information and assessment packages.
- Prepare marketing material for presentations, health events and community use.
- Maintain an orderly and presentable resource centre(s).
- Keep track of invoices to be paid to event presenters.
- Ensure Community Boards are current and up to date.
- Print, hand-out, input and report on survey feedback.
- Maintain current and adequate supply of marketing materials (newsletter, brochures, flyers, pens, notepads etc.)
- Print, organize and maintain monthly event calendars.
- Maintain existing and newly developed files, including Activity Booklet, Transportation Guide and Hospice information.
- Research, create list and send promotional and informational packages to potential new business referral sources.
- Develop and/or update tracking spreadsheets, graphs, and charts.
- Prepare the Resource Centre(s) in preparation for meetings and orientations.
- Provide your expense report monthly (i.e. eligible mileage, parking, or other expenses).
- Sundry duties as assigned.

Support and Business Development:

- Keep abreast of the changes within the health care sector.
- Develop and expand hobby groups.
- Research community events to keep abreast of current events.
- Develop and maintain close ties with community agencies.
- Assist with community partnerships.

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QUALIFICATIONS/REQUIREMENTS:

- A recognized degree or three-year post-secondary diploma from an accredited institution OR a mature student (age 19 or older) with three (3) to five (5) years of documented work experience in a related field.
- Proficiency with computers, including Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Typing speed 41-60 WPM
- In-Home Office:
 - Reliable internet service
 - In-home office equipment will be provided (*refer to policies and offer of employment for details*).
- Strong English proficiency
- Excellent written and verbal communication skills
- Strong numeracy skills and accuracy required
- Skills in problem-solving, decision-making, and critical thinking
- Excellent people skills (i.e. genuinely cheerful, polite, compassionate, and kind)
- Excellent listening skills
- Strong organisational skills
- Strong with detail
- Ability to work well under pressure and maintain tight deadlines
- Team player and willingness to act in a supportive role
- Eager to learn and develop new skills and attend extra training when needed
- Must be bondable
 - Current police (criminal background) and vulnerable sector screening
- Three (3) professional references



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MOSAIC’S STANDARDS OF EXCELLENCE®:

Mosaic’s Standards of Excellence® are one of many ways to assure our clientele that we are providing only the highest quality of care. All Mosaic employees, as a minimum, must meet the standards noted below.

- ❖ Bondable
- ❖ Code of ethics and conduct (*ability to abide by these codes*)
- ❖ Confidentiality (*ability to practice a high level of privacy and confidentiality*)
- ❖ Credentials (*validity verified, kept on file and maintained as needed*)
- ❖ Believes in the Principles of Person Centered Community Integrated Care
- ❖ Up-to-date Immunization record, confirming that all immunizations required by Mosaic Home Care and the Province of Ontario have been obtained
- ❖ A negative Tuberculosis (TB) skin test (Mantoux test)
- ❖ A clear criminal background check (no more than six (6) months old (*updated annually*))
- ❖ A clear vulnerable sector check (no more than six (6) months old)
- ❖ Reference checks (*2-3 business references*)
- ❖ Health & Safety Mandatory Core Training (completion prior to work start)

HEALTH & SAFETY ONLINE TRAINING REQUIREMENTS:	
MSD & ME (6 Modules):	REGULAR (6 Modules):
<ol style="list-style-type: none"> 1. <i>MSD Awareness and the Law</i> 2. <i>Basic Anatomy</i> 3. <i>Musculoskeletal Disorders</i> 4. <i>Ergonomics</i> 5. <i>Guidelines for Movement</i> 6. <i>Body Care</i> 	<ol style="list-style-type: none"> 1. Fire Safety 2. Mosaic Preventing Violence and Harassment in the Workplace 3. Mosaic Slips, Trips and Falls and Housekeeping 4. WHMIS 2015 5. AODA Full 6. *Safety Basics ON <p style="font-size: small; margin-top: 5px;"><i>*Expires annually = Needs to be completed once per year</i></p>

- ❖ Attend the employee orientation (*review of policies/procedures/guidelines*) including *The Meaning of Me®*
- ❖ Current CPR/First Aid Certification
- ❖ High school diploma or equivalent
- ❖ PSW Certification or equivalent – (non-medical employees)
- ❖ RPN or RN Certification; including verification of nursing status and annual proof of registration with the College of Nurses of Ontario (CNO) – (medical employees)

Note: Mosaic’s Standards of Excellence® are comprised of a more extensive list; however, only the Mosaic employee related standards are hereby defined to help our potential candidates and the community understand our minimum standards for adding exceptional employees to our team.