

Job Description Program Coordinator

Background

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. Our aim is to assist our clients by providing pathways for them to achieve their full potential and in finding solutions to improve their health, well-being and quality of life.

The Position

The Program Coordinator is responsible for the planning, coordination, and implementation of the RootsCS Financial Foundations program. Funded through Prosper Canada's Resilient Futures initiative, this role supports the delivery of accessible, community-based financial empowerment services, including the Community Volunteer Income Tax Program (CVITP) Tax Clinic and financial education activities. The Program Coordinator ensures that all program components are delivered efficiently, in accordance with organizational policies and funder requirements, and in collaboration with internal and external partners to support the financial well-being of clients.

- **Type of Work:** Contract until March 31st, 2027
- **Reports:** Manager, Strategic Initiatives
- **Compensation:** \$55,000 - \$60,000 per annum plus benefits
- **Hours of Work:** 35 hours per week

Major Duties & Responsibilities

1. Program Coordination and Implementation

- Coordinate the delivery and logistics of financial empowerment services, including the CVITP Tax Clinic, workshops, focus groups, small group sessions, seminars, and one-on-one consultations with appropriate professionals, across in-person and virtual formats.
- Develop and maintain standardized operational processes and tools (e.g., client intake, eligibility screening, consent and authorization, client communication materials).
- Ensure all program activities comply with organizational policies and funder expectations, timelines, targets, and reporting requirements.

2. Community Engagement and Outreach

- Support the development and implementation of marketing and outreach strategies to promote the Financial Foundations program and related services.
- Build and maintain collaborative relationships with community agencies, financial

institutions, and other stakeholders to support referrals, co-delivery, and knowledge sharing.

- Represent RootsCS and the Financial Foundations program at community events, workshops, and partner meetings as required.

3. Program Administration and Reporting

- Maintain program documentation, tracking tools, and administrative records.
- Support data collection and reporting requirements for internal use and funder compliance.
- Liaise with internal teams and leadership to support program planning, coordination, and implementation.
- Contribute to ongoing program improvement by identifying gaps, sharing participant and partner feedback, and supporting the refinement of tools, materials, and processes.

Qualifications and Requirements

- Post-secondary diploma or degree in social work, social sciences, community development, business administration or related discipline.
- Experience coordinating community-based programs, including workshops, group sessions, and clinics.
- Strong organizational and administrative skills.
- Experience working with volunteers and community stakeholders.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Strong communication and interpersonal skills.
- Knowledge of corporate administrative systems, policies, procedures, and organizational structures is considered an asset.
- Familiarity with financial literacy programs or tax clinic operations is an asset.
- Must have a valid and recent Police Reference Check (VSS).

Core Competencies

- Program coordination and execution
- Volunteer management and engagement
- Communication and stakeholder engagement
- Organizational and administrative excellence
- Attention to detail and compliance
- Initiative and problem-solving

Commitment to ongoing learning and professional development.

Valid Ontario driver's license, appropriate insurance, reliable access to a vehicle, and a recent clear Police Reference Check.

Work Environment

All team members contribute to the ongoing growth and sustainability of Roots Community Services (RootsCS) by engaging in fundraising, strategic planning, and other organizational initiatives. Within a collaborative and inclusive environment, each staff member plays a vital role in advancing RootsCS's mission to deliver culturally responsive programs and services that



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inspire and empower individuals, families, and communities to thrive.

Please email your application with a cover letter to careers@rootscs.org, with the subject line Program Coordinator. Please note that we will review applications on a rolling basis until the positions are filled.

We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.