

Internal Job Posting

Coordinator, Literacy

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups, in the community to gain greater control over their lives and community.

We are seeking a dedicated and dynamic Coordinator, Literacy to join our Community Programs & Social Change unit. The successful candidate will develop and coordinate program activities and special projects that deliver literacy and basic skills instruction to diverse learners. This role involves effectively promoting our programs within the community, facilitating outreach, and building connections to increase self-sufficiency and access to community services among learners. The Coordinator will lead program development, monitoring, and collective learning, to address barriers to integration and active participation within the community.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, people with disabilities, women and people of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Develop and adapt literacy delivery protocols, supports, and standards that effectively meet participant needs and goals.
- Implement program activities with team, including monitoring and evaluation of attained learning outcomes, program performance, and resource management.
- Monitor program quality and progress of participants, including providing day-to-day support to program team that help ensure inclusive, goal-based learning pathways.
- Collaborate with the Volunteer program to recruit, train, and support volunteer tutors.
- Plan quarterly/annual program calendars; including staff scheduling to ensure continual delivery of key program activities. This involves providing site coverage at program location(s), and direct program delivery on interim basis as needed.
- Design and apply networking, relationship-building, and outreach strategies to generate referrals and maintain working relationships within the sector, aligning with broader strategic directions of the organization.
- Track and provide up-to-date knowledge of community needs, resources, demographics, labour trends, neighbourhood changes, other new initiatives, or issues.
- Provide direct supervision and coaching to program team, as well as work with team to support volunteers and placement students.

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

A United Way Member Agency

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- Contribute to preparation of key planning and reporting tools, formats, and processes, including annual program budget, draft grant proposals, funder reports, and other program-level data management systems.
- Play an active leadership role in integrating Organizational Values through a Diversity, Equity, Access, and Inclusion lens that fosters common ground, mutual learning, and cultural humility.
- Participate in organizational committees and initiatives as determined by management.

Qualifications:

- Bachelor's degree or equivalent with at least three years of relevant experience, preferably in a community-based environment.
- Knowledge of adult literacy, education, and access issues among diverse learners, including curriculum development, teaching techniques, learning plan development, and group facilitation.
- Deep understanding of interrelationship between social, cultural, and educational factors affecting employment.
- Experience with employment barriers facing vulnerable populations, including racism, discrimination, homelessness, and mental health issues.
- Interest in community development approaches that support knowledge-building and mobilizing of community members around issues that impact them, while increasing capacity and coordination of the House's community-based initiatives, policy advocacy, and social change work.
- Familiarity with employment, training, and education services in the west-central Toronto area, especially adult learning sector.
- Strong skills in developing program materials for outreach and promotion, as well as learning resources that could be used by groups, program participants, or volunteers.
- Advanced skills in supervision and support of frontline workers and volunteers; including developing and implementing program delivery procedures, work planning, and staff development.
- Commitment to strengthening a collaborative, team-based work environment.
- Strong organizational, interpersonal, communication, and technological skills.
- Extensive experience with financial processes in a non-profit setting, including developing and maintaining strong procurement, expenditure, and budgeting systems.
- Strong, accurate documentation and data collection skills, including proven ability in program development, implementation, delivery, and evaluation.
- Ability to work some evenings and weekends, as well as travel within the catchment area.

Status:	Full Time Permanent (CUPE Local 3393 Bargaining Unit Position)
Start Date:	As soon as possible
Hours:	35 hours per week
Rate:	\$30.69 per hour (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit:	Community Programs & Social Change
Immediate Supervisor:	Manager, Capacity-Building & Systems Change
Posting Date:	July 18, 2025
Closing Date:	July 29, 2025

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Please send your resume and cover letter clearly indicating “Coordinator, Literacy” by 5:00 pm on the closing date to:

Hiring Committee
jobs@westnh.org