

# GOOD FOOT DELIVERY



THE IN, UP & OUT EMPLOYMENT  
& TRAINING PROGRAM

**2020**



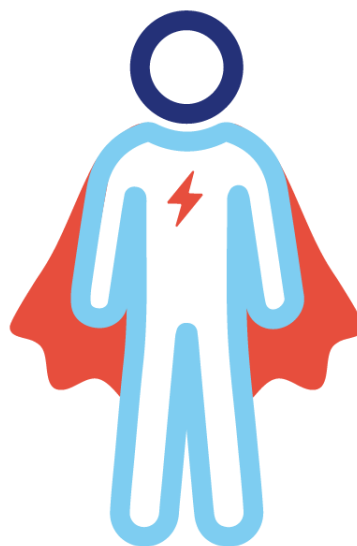
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# ABOUT US

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Good Foot Delivery & Support Services is a social enterprise that provides a reliable, professional courier service within Toronto while providing both employment and community to the neuro-diverse population.

Grounded in three pillars, Good Foot fosters inclusivity, maintains a low-carbon footprint and champions the capabilities of every Courier within the community. By providing employment to the neuro-diverse community, Good Foot is innovatively delivering social change.

Our Couriers develop work-related, transferable skills that improve long-term employability. Through our social programs and interactions with customers, Couriers build their social skills. The development of these skills, coupled with paid employment, allows Couriers to live more independent lives.

In addition to our social impact, Good Foot is environmentally conscious. We do our part to ensure future generations have a place to call home by completing all deliveries on foot and via public transit. Most importantly, we have created a family that celebrates our Couriers.





# THE IN, UP & OUT EMPLOYMENT & TRAINING PROGRAM

The In, Up & Out program fosters the growth of individuals from the neuro-diverse community in the Toronto area through a comprehensive approach to professional and life skills training, meaningful employment, and workforce integration. This free program provides participants with skills building opportunities, training, paid employment as a Courier and career preparation support in a community-oriented, caring environment. In, Up & Out adopts a three-phase approach to build a solid foundation for future work experiences that can further empower the participants to lead independent and fulfilling lives.

## **"In"**

The initial phase provides participants with the opportunity to become a Courier at Good Foot by working with a Training Facilitator, receive employment income and participate in a variety of life, social and professional skills building workshops.



## **"Up"**

Participants complete courier training and are independently doing deliveries on their own. At this stage, participants have access to additional training and workshops with a focus on building transferable personal and professional skills. Participants may also work with a mentor and take on increased responsibility in the organization.

## **"Out"**

The last phase provides participants with an opportunity to develop further connections to the labour force through accessing ongoing training, skills assessments and job placement services through partnerships with local businesses.

# PROGRAM DETAILS AT A GLANCE

Participants gain access to paid on-the-job training and employment that will help secure a job beyond Good Foot. While they learn professional and life skills, our staff provide counselling and support, employment and skills building workshops, job placement assistance, mentorship opportunities, follow-up support and a variety of other services to promote and maintain fulfilling and autonomous lives.

- If successful, participants are offered a one year part time employment contract at Good Foot
- Participants are paid \$14/hour for the duration of their training
- Upon completing a 3 month probationary period *and* training, the participant becomes a Good Foot Courier and is paid \$14.50/hour

The program provides participants with both in the field courier training and in class training such as using a smart phone, taking the TTC independently, and speaking with customers, along with training in soft skills such as planning, effective communication, problem-solving, time management and attention to detail.



# ELIGIBILITY & QUALIFICATIONS



## **An eligible participant is an individual who:**

- Self identifies as a person on the autism spectrum
- Is legally entitled to work in Canada
- Is not eligible for assistance under EI employment benefits or any similar program that are subject of agreement with provinces, territories, or organizations pursuant to [Section 63 of the EI Act](#)

## **Qualifications**

- Comfortable completing deliveries independently throughout Toronto and surrounding area
- Comfortable using all TTC transit systems including subway, streetcar and bus
- Comfortable working in all weather conditions (including rain, snow, -20 to 30+ degree weather)
- Comfortable interacting with a variety of different people in different scenarios
- Able to use a smartphone, including apps such as Rocket Man and Google Maps
- Able to communicate via email, phone and text
- Able to carry up to 20lbs for short distances
- Able to work a minimum of 4 hours per shift
- Available to work a minimum of 15 hours per week between Monday - Friday, 9:00 am - 6:00 pm
- Strong knowledge of the GTA and TTC routes

A large red circle containing a blue lightning bolt graphic. The lightning bolt is oriented vertically, with its tip pointing downwards. The text "CALLING ALL HEROES" is written in a bold, light blue, sans-serif font, centered within the circle and partially overlaid by the lightning bolt.

**CALLING  
ALL  
HEROES**

**APPLY TODAY!**

# APPLICATION & INTERVIEW PROCESS



The process is simple! Complete our online Employment & Training Program Application [here](https://www.goodfootdelivery.com/applications) or find it at [www.goodfootdelivery.com/applications](https://www.goodfootdelivery.com/applications)

Please note, Good Foot would like to thank all who apply, however only candidates selected for an interview will be contacted. If selected, the candidate will hear from us via email within two weeks.

Successful candidates will be invited to an interview and skills assessment. This process can take 2 to 2 1/2 hours. There are 2 parts of the interview and skills assessment;

- The candidate will complete a mock delivery and take the TTC to a nearby location with a Training Facilitator
- The candidate is asked a series of interview questions, and is provided a copy of these questions for reference during the interview



# COURIER JOB DESCRIPTION

## About the Role

Couriers are responsible for distributing packages and documents for institutions, businesses, government agencies, and individuals. The ultimate goal of a Courier is to deliver packages undamaged to a specified destination within a certain time frame.



## Duties & Responsibilities

- Pick up documents and packages from customer's offices or houses and then deliver them to final destinations within Toronto and surrounding area via TTC and on foot
- Receive orders by smartphone via Courier software
- Obtain signatures from customers
- Digitally record a variety of information, such as delivery status, delivery complications and recipients' responses
- Plan and follow the most efficient routes for delivering items
- Build strong customer relations through the provision of superb customer service
- Perform duties in a safe, reliable and professional manner

The above statements are intended to describe the general nature and level of work for the position. They are not intended to be a complete list of all responsibilities, duties, and skills required for this position. Duties and responsibilities may be added or changed as deemed appropriate by management.



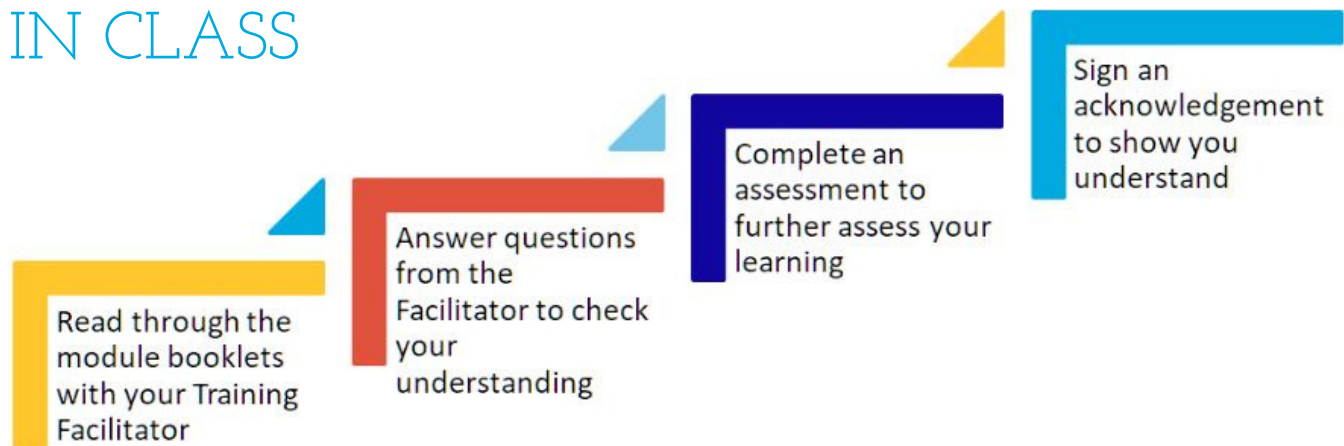
## Position Details

- Part time
- 1 year contract
- Participants are paid \$14.00/hour for the duration of their Courier training
- Upon completion of a 3 month probationary period and training, the participant is paid \$14.50/hour
- Participants report to the Operations Manager

# TRAINING DETAILS

Successful candidates first participate in Courier training for approximately 4 to 6 weeks. Training is divided into 2 sections: in-class training and in the field work experience. Working directly with a Training Facilitator who is a peer and also a Courier, participants will receive training to further develop their problem solving skills, discipline, and attention to detail.

## IN CLASS



The In Class Training Facilitator leads the participant through a variety of training modules designed to thoroughly prepare the participant to work as a Courier.

We provide training on a variety of topics, such as:

- Introduction to Good Foot Delivery
- Being in an office Setting
- Toronto & the TTC
- Using a smartphone
- Courier software and deliveries
- Customer service

**ON ⚡ FOOT  
ON ⚡ TRANSIT  
ON ⚡ TIME**

Good Foot Delivery is a professional and reliable courier service providing same-day delivery options in Toronto.



# IN THE FIELD

In the field training consists of three sections and a final assessment.



## Shadowing

In this section, the participant accompanies their Training Facilitator on daily deliveries and observes the Facilitator using our courier software and different applications. Participants accompany their Facilitator on many different types of deliveries.

## Mock Deliveries

The participant completes 6 mock deliveries using the courier software and various applications to navigate between preset locations with their Training Facilitator. At each pick up and drop off point, the participant will act out a specific scenario. The Facilitator plays the role of the customer, and the participant plays the role of Courier.

## Real Deliveries

The final section of outdoor training involves completing real day-to-day deliveries with the guidance and expertise of their Training Facilitator.

## Final Assessment

During this assessment, the participant completes various deliveries. The Training Facilitator grades the participant on many factors including preparedness, customer service, and navigation.

# SUPPORTS & PROGRAMS

To ensure the success of our staff, we offer a variety of internal and external supports and programs. We provide counselling and support, workshops, job placement assistance, mentorship opportunities, follow-up support and a variety of other services to promote and maintain fulfilling and autonomous lives.

## **Support**

Our in-house Support Coordinator works with participants to create a holistic support plan, and provide frequent check ins. Good Foot has a partnership with the Occupational Therapy collective Dream Weavers, who specialize in working with individuals with autism and varying abilities. Dream Weavers provides private one-on-one sessions, as needed, on time management, social skills, problem solving, teamwork and more.

## **Workshops**

Workshops at Good Foot provide an opportunity for participants to gain a variety of life, social and professional skills. These workshops range in topic and include workshops on personal development, life and soft skills.

## **Social Programs**

Social interaction promotes quality of life and improves social skills. It is important to us to provide frequent opportunities for our staff to hang out with their peers. We work towards promoting camaraderie and team building with a range of events – from board game nights in the office to group outings including picnics at the local park, a barbecue, or bowling.

## **Food Program**

To combat food insecurity, we offer safe and nutritious food to keep the Couriers full, healthy, and enable them to lead productive lives.

We have partnered with Second Harvest and Food Rescue to provide Couriers with various lunch and snack items throughout the week. Starbucks donates wraps, salads and pastries on a daily basis, as well as a selection of perishable and non-perishable items that participants can take home.



# QUESTIONS?

Email [jobs@goodfootdelivery.com](mailto:jobs@goodfootdelivery.com) with any questions in relation to the In, Up & Out Employment & Training Program. Please allow up to 2 business days for a response.

Please note we do not accept walk ins and all applications must be completed online.



# THANK YOU!

We would like to thank our sponsors and partners who have made this program possible.



Foundation

