



# Repost: Assistant Support Worker

*This role is partially funded by the [Canada Summer Jobs](#) grant program via the Youth Employment And Skills Strategy. In order to qualify, applicants must be between the ages of 15 to 30 years. Applicants do not need to be a student to qualify. Further eligibility requirements are listed below.*

## About the Organization:

Good Foot Delivery provides meaningful employment to the neuro-diverse community through a reliable, professional courier service delivered via public transit and on foot. By providing employment to this population, we are innovatively delivering social change. At Good Foot we know that creating and fostering an inclusive environment is good business!

In addition to employment opportunities, we provide our Couriers personal and professional development opportunities through workshops, projects and social events. Most importantly, we have created a family that celebrates our Couriers and the neuro-diverse community.

## About the Role:

Good Foot Delivery is seeking a full time Assistant Support Worker who will be primarily responsible for assisting and supporting Good Foot's Courier staff in developing, maintaining and implementing strategies to ensure their success as independent Couriers. The Assistant Support Worker has 2 primary objectives: providing individualized support on the job, and onboarding and training of new Courier hires.

Please note that this position does require you to work in the office, in the community, on the TTC, with our Couriers out "on the road". The Assistant Support Worker may have the opportunity to work from home for 1 day per week.

**Reporting to:** Support and Program Supervisor

## Duties and Responsibilities:

### 1. Job Coaching (60%):

With support from the Support and Program Supervisor and Training Facilitators:

- Assist and support staff in the development of strategies and accommodations on the job to ensure they're independently meeting job requirements and expectations
- Work with Couriers to determine and address areas of improvement on the job

### 2. Onboarding and Training (25%)

- Introduce new staff to various online platforms and apps used within the organization, organizational policies and procedures, job expectations, and the organization itself.
- Assist Training Facilitators in facilitation of our comprehensive training program. Includes topics such as:
  - How to take TTC and navigate Toronto independently
  - Customer service - interacting with others in a professional and friendly manner.
  - Business etiquette (How to act in an office space/workplace and how to present oneself at work)



- Time management - managing deliveries and meeting deadlines
- Problem solving and critical thinking
- How to use a smartphone - make calls, send text messages, use mapping apps, use courier software, etc.

### 3. Other (15%)

- Regular documentation of work duties performed
- Case management reporting for individuals being supported
- Other administrative duties as assigned

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.

### Requirements & Qualifications:

- Experience teaching or tutoring others
- Exceptional interpersonal skills
- Ability to work independently, take initiative, and assume responsibility with minimal supervision
- A passion to help those in need, demonstrated by previous work or volunteer experience
- Familiarity with Google Workspace (Docs, Sheets, Drive, Calendar etc.)
- Tech savvy (troubleshooting routine errors in Android, iOS/Apple, and Windows environments)
- Background in Social Service Work, Community Work, Social Work, Autism & Behavioural Science, or a related field would be an asset (could be a student, recent graduate, or have relevant experience with the neuro-divergent community)
- This position will accompany our staff in the field (on the TTC and at various locations throughout Toronto), therefore applicants must be comfortable with this aspect of the role during the pandemic.

### Canada Summer Jobs Eligibility Requirements:

- Be between 15 and 30 years of age at the start of the employment\*;
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment\*;  
and,
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations

\* See ["What youth participants are eligible"](#) for further information.

### Position Details:

- This is a part-time, temporary position for 8 weeks at 35 hours per week (\$17.75/hour), totaling 280 hours.
- Location: 720 Bathurst St. (Centre for Social Innovation, Annex Location); areas of Toronto accessible by TTC.
- Estimated Start Date: June 20, 2022

Good Foot Delivery  
720 Bathurst Street  
Toronto, ON M5R 2S8



info@goodfootdelivery.com  
goodfootdelivery.com  
416-572-3771

### To Apply:

Please email the Support and Program Supervisor, Michelle Hutchinson at [jobs@goodfootdelivery.com](mailto:jobs@goodfootdelivery.com) with your resume and a short cover letter in PDF format and include "Assistant Support Worker" in the subject line. **Applications are due by 5pm Friday, June 10th, 2022.**

Good Foot is built on values of diversity, equity, and accessibility. Recognizing the unique contributions that individuals from marginalized communities bring to our organization, we encourage applications from people representing the diverse community we serve. Good Foot strives to create a respectful, accessible, and inclusive work environment.