



Student Placement Job Description

Support & Program Assistant

About the Organization

Good Foot Delivery is a non-profit and social enterprise providing meaningful paid employment to the neurodivergent community through a professional Courier service, with all deliveries completed via public transit and on foot.

Not only does Good Foot provide training and employment to over 30 neurodivergent individuals as a Courier, the organization also works with every Courier on an ongoing basis to strengthen their skills and experience to maximize potential and overall independence. Good Foot's new employment and training program [Good Foot Forward](#) extends beyond the Courier role, offering a hybrid learning opportunity for individuals interested in gaining transferable employability skills as well as work experience. Small groups of participants learn and engage in an inclusive, supportive environment over the course of the 9 month program.

Good Foot is so much more than a job - we are a community that enables every Courier and program participant to feel connected, empowered and independent through ongoing learning opportunities, social programs and wrap-around support.

About the Role

Good Foot Delivery offers a fulfilling placement opportunity for a student from a Social Work, Social Service Work, Community Work or related field, where the student will provide one-on-one support and training to both program participants and Good Foot Couriers. They will gain valuable skills in relation to non-profit program facilitation and development, project management, reporting and research. In addition, students will gain experience in group facilitation, workshop development, and assisting with projects and tasks related to our social programming.

Students will shadow our Support & Training Assistant while they provide hands-on tailored support and training to program participants and Couriers. Students will have the opportunity to learn the Courier business processes and procedures in order to support and train program participants. Students will then provide their support independently both in an in-class setting and on the road, completing deliveries on foot and on public transit.

Working with the HR & Program Manager, the placement student will also develop their own social program to host on a weekly basis, with consideration to the students personal experience, skillset and interest. For example, if the student has a strong interest in the arts, a student could develop a weekly themed art program for our neurodivergent program participants and Couriers. This gives the student experience with program development, facilitation, learning about how to provide accessible and engaging opportunities for the neurodivergent population, program budgeting and more.



Duties and Responsibilities

Support & Training

- Assist the Support team with Courier support and training, with topics including:
 - How to take TTC and navigate Toronto independently
 - Customer service - interacting with others in a professional and friendly manner.
 - How to act in an office space/workplace
 - 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.
- Facilitate the development of independence in Good Foot Couriers.
- Office administration and other general duties as required.

Social Programs

Work with the Social Program team to plan, implement and facilitate engaging internal social programs, activities and events;

- Develop and facilitate a biweekly social program
- Conduct outreach with Couriers and program participants on a variety of platforms to increase engagement and participation of our programs
- Liaise with internal and external stakeholders to coordinate logistics for programs
- Support with the purchasing and preparation of any required materials

Workshops & Learning Opportunities

- Provide support to learners during workshops, aiding in emotional regulation, focus, clarification of materials, comprehension of topics addressed, etc.
- Assist with logistics and communication regarding upcoming workshops including printing materials in advance, outreach to increase participation, reminder emails, etc.
- Develop and facilitate a life skills workshop on a topic of the student's choice during the second semester. Topics must relate to the organization and its mandate, and provide relevant job and life skills training to neurodivergent staff.
 - Examples of topics include: social media safety, time management, personal wellness, managing stress, and problem solving.

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.



Qualifications

- Currently enrolled in a post-secondary program for Social Work, Social Service Work, Community Work or related field
- A personal laptop that can be used for placement tasks
- Exceptional interpersonal skills; rapport building will be essential to success in this role
- Excellent time management skills
- Ability to work independently, take initiative, and assume responsibility with minimal supervision
- Excellent with technology and digital competency skills, including troubleshooting
- Comfortable working in person in an office environment
- Comfortable working in all weather conditions
- Comfortable with walking outside for long periods of time
- Comfortable attending in person social programs outside of regular placement hours from time to time

To Apply

Resume submissions and inquiries for this role can be directed to the Program Manager at hr@goodfootdelivery.com. In addition, please fill out the following application; [Good Foot Student Placement Form](#)

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.