



# Student Placement Job Description

## 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 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. They will gain valuable skills in relation to non-profit program facilitation and development, project management, reporting and research.

Students will shadow our Support team 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. Students will also have the opportunity to provide job coaching and assist our Employment Support Specialist with forging relationships with the broader community to secure job opportunities for our GFF program participants.

The placement student will also develop their own social program to host on a weekly or biweekly 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 use a smartphone - make calls, send text messages, use mapping apps, etc
- Accompany Couriers and Courier trainees on the road to provide support when completing deliveries on foot and on public transportation

### Job Coaching & Job Development

Under the guidance and support of the Employment Support Specialist;

- Assist in conducting assessments with program participants to gather information about their interests, skills, strengths, and challenges.
- Provide basic job coaching support during external placements, including conducting check-ins and assisting with problem-solving
- Identify potential external work or learning opportunities for program participants, with a focus on leveraging existing partnerships with local businesses.

### Social Programs

- Develop and facilitate a weekly or 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

### Workshops & Learning Opportunities

- Provide support to learners during workshops, aiding in emotional regulation, focus, clarification of materials, comprehension of topics addressed, 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.

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.



After the initial onboarding and training period, the students schedule will typically be:

Monday	Tuesday	Wednesday (2nd semester)
Check In with member of Programs & Support team	Accompany a Courier on the road	Shadow Support Staff on a variety of tasks
Social program planning/prep	Draft case notes from observations from being on the road	Work on workshop development
Shadow Support Staff on a variety of tasks	Work on outstanding tasks from previous day	Project work (as time permits)
Facilitate Social Program (approx. 3:30 - 5:30 pm)		Facilitate Social Program (TBD / if time permits)
Project work (as time permits)		
Attend In Class learning sessions (as time permits)		

## 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 programs outside of 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](mailto: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.