



Employment Support Specialist

About the Organization

Good Foot Delivery is a nonprofit and social enterprise that provides meaningful paid employment to the neurodivergent community through a professional Courier service. All deliveries are completed via public transit and on foot. In addition to employment, we provide personal and professional skill development and support to our Courier staff both at Good Foot and in securing employment beyond Good Foot.

Good Foot Delivery also provides robust training and development opportunities through our employment and training program, [Good Foot Forward](#). This program offers individuals the chance to gain transferable employment skills and hands-on work experience. Through on-the-job training and hybrid learning, we help participants build the skills they need to thrive in various professional settings. This comprehensive approach enables individuals to grow personally and professionally while making a meaningful contribution to their communities. Additionally, Good Foot's Employer Stream project aims to support Toronto employers in creating more inclusive workplaces for persons with disabilities. The project focuses on reducing stigma, improving employer awareness, and fostering inclusivity through various activities.

Good Foot is more than an employer—we are a community that enables every Courier and Good Foot Forward participant to feel connected, empowered, and independent through tailored support, ongoing learning opportunities, and social programs.

About the Role

The Employment Support Specialist has three primary objectives:

1. To provide comprehensive job coaching and job development for Couriers and Good Foot Forward program participants, empowering them to succeed both at Good Foot and in external placement opportunities.
2. To build and maintain strong partnerships with local businesses for external job placements, fostering inclusive employment practices that meet the unique needs of each participant and align with Good Foot's mission.
3. To actively contribute to the planning, coordination, facilitation and ongoing enhancement of Good Foot's employment and training program, Good Foot Forward, and the Employer Stream project.

Duties & Responsibilities

Job Development

- Proactively identify and engage with potential business partners to create work and learning opportunities that align with participants' skills, interests, and career goals.
- Establish and maintain positive relationships with business partners by articulating the value and benefits of partnering with Good Foot.
- To match participants with appropriate opportunities, develop a comprehensive understanding of each potential work environment, including role-specific requirements and workplace culture.
- Support business partners in developing inclusive and supportive workplace policies and integrating best practices to ensure success while demonstrating the added value of Good Foot's approach.



Serve as a liaison between business partners and program participants, facilitating clear, ongoing communication to enhance collaboration, address needs, and ensure mutual satisfaction with the partnership.

Job Coaching

- Conduct assessments with program participants to gather information about their interests, skills, strengths, previous work experience, and challenges that will help support their career path.
- Collaborate with participants to set career goals and action plans that align with their skills and aspirations, facilitating a personalized approach to employment.
- Assist participants in preparing for external work or learning opportunities by offering guidance on resume-building, interview skills, and workplace expectations.
- Identify and coordinate any accommodation needs to ensure participants are set up for success in new environments, liaising with external employers when necessary to establish a supportive onboarding process.
- Actively engage participants in exploring and pursuing external work opportunities, leveraging community networks and partnerships.
- Conduct regular check-ins during external placements, proactively address challenges, provide feedback, and refine strategies to support ongoing success.
- Provide job coaching support, including onsite, to facilitate a smooth onboarding experience.
- Work with participants to build long-term employability skills, equipping them with tools and resources for sustained success in the workforce beyond the program.

Employer Stream Project Support

- Contribute to the development and implementation of Good Foot's Employer Stream project, which aims to support Toronto employers in building inclusive workplaces for persons with disabilities.
- Engage with Toronto employers to understand their needs and challenges, offering guidance on implementing inclusive hiring practices, accessibility accommodations, and workplace adjustments that foster a supportive environment for individuals with disabilities.
- Support the creation and distribution of educational materials and best-practice guides to enhance employer awareness and address common misconceptions.
- Gather and assess feedback from participating employers to continuously refine project activities and ensure they effectively address barriers to inclusion and meet organizational goals.

Development, Facilitation & Administration

- Assist in continuously improving program processes, developing new aspects of the program and supporting the implementation of changes.
- Maintain accurate documentation for monitoring, reporting, tracking, and statistical analysis, ensuring effective tracking of program deliverables, outcomes, and participant progress. Contribute to the reporting process.
- Support participant employment lifecycle activities while in the program, ensuring smooth coordination between employee and employer.



This job description provides a broad overview of the position's general nature and level of work. Management may modify, add, or remove duties and responsibilities as necessary and appropriate.

Qualifications & Requirements

- Educational and professional experience in Inclusive Employment, Job Development, Supported Employment, Social Work, Autism & Behavioural Science, or a related field.
- Experience in supportive employment, employment placements or job coaching, ideally for neurodivergent individuals or other disabilities.
- Strong written and verbal communication skills to support partnership development negotiation, and able to adapt communication styles to ensure understanding.
- Proven ability to build and maintain employment partnerships.
- Strategic thinking with the ability to identify areas for program improvement and contribute to program development.
- Strong problem-solving skills, including the ability to de-escalate emotionally charged situations.
- Self-starter who can work independently and take initiative with minimal supervision.
- Experience working as part of a small team
 - *Experience working on a team that includes neurodivergent individuals is an asset.*
- Clear Vulnerable Sector police check.

Position Details

- Part-time (25 hours/week)
- One-year maternity leave contract
- Salary: \$27,000
- 3 personal/sick days during 12-month period
- 7 vacation days per 12-month period
- This is an in-person position at 720 Bathurst Street, Toronto. Visiting employers for site visits and recruitment purposes will be required.

To Apply

Please email: Recruitment@goodfootdelivery.com with your cover letter and resume in PDF format, and include "Employment Support Specialist" in the subject line. The deadline for applications is December 31, 2024.

Good Foot is built on values of diversity, equity, and accessibility. We recognize the unique contributions that individuals from marginalized communities bring to our organization and encourage applications from people representing the diverse community we serve. Good Foot strives to create a respectful, accessible, and inclusive work environment. If you have any accommodation requests after filling out this application, please include them in your cover letter.