



JOB POSTING

POSITION TITLE: FAMILY SUPPORT COORDINATOR (Maternity Leave Contract)

ORGANIZATION SUMMARY

The Teresa Group (TTG) is a charitable, non-profit, community-based organization located in Toronto, Canada. The Teresa Group advances the dignity and well-being of children, youth and their families affected by HIV and AIDS. The organization includes a team of qualified staff providing a comprehensive range of frontline services to hundreds of local children and families. The Teresa Group is committed to building a workforce that reflects the communities we serve and to promoting a diverse, anti-racist, inclusive, accessible, merit-based, respectful, and equitable workplace.

In keeping with our continuing efforts towards greater representation, we welcome applicants with relevant lived experience and a broad reflection of identities including Black, Indigenous, People of Colour (BIPOC), LGBTQ2SI+, age, abilities, and socio-economic background.

POSITION SUMMARY

The Teresa Group is currently seeking an experienced and skilled social worker to augment its existing frontline family support team in its busy Family Support Program. This is an exciting and demanding fulltime contract position that involves a high degree of collaboration and teamwork as well as ongoing client support and counseling, program development and evaluation.

The Family Support Coordinator is part of the Family Support Team and reports to the Program Manager. Working within a social justice framework, the Family Support Worker will provide support to a highly diverse group of children and families impacted by HIV/AIDS. The Family Support Coordinator is required to work in ways that are respectful and inclusive of all service users, staff and volunteers and promotes the mission and values of The Teresa Group (TTG). This includes the commitments to the greater involvement and meaningful engagement of people living with HIV/AIDS (GIPA/MEPA), anti-oppression, anti-racism, and anti-discrimination.

Specific duties and responsibilities will include, but are not limited to the following:

INTAKE AND ASSESSMENT

- Conduct intakes and baseline assessments with new clients.
- Inform clients about programs and services being offered at the organization.
- Function as a resource for clients, volunteers, and community members.
- Make effective referrals to other relevant community organizations.
- Actively collaborate with other service providers and attend community network meetings.

FAMILY SUPPORT AND CASE MANAGEMENT

- Provide families with practical and emotional support.
- Assess practical needs including financial needs and access to external referral sources for support.
- Liaise with Hospitals, Clinics, Community Health Centers and AIDS Service Organizations.
- Manage supply and distribution of practical supports including diapers, winter clothing and food.
- Organize/attend case conferences to support clients.



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Charitable Business Number 133699959RR0001

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www.teresagroup.ca



FORMULA PROGRAM ACCESS

- Complete and process intake baseline assessment forms to register clients into the program.
- Coordinate formula orders with pharmacies.
- Ensure uninterrupted access to infant formula by the mothers for their newborns.

COUNSELLING

- Provide individual counseling.
- Facilitate groups.
- Advocate on behalf of clients.
- Respond and provide information, support, and referral one-on-one and over the phone and email.

PROGRAMMING AND SUPPORT GROUPS

- Recruit and facilitate support groups.
- Monitor and Evaluate effectiveness of Programs being implemented.

OUTREACH AND EDUCATION

- Network with partner agencies/groups.
- Participate in meetings with external service providers.
- Prepare and deliver workshops on HIV psychosocial and related issues.

ADMINISTRATION

- Maintain accurate client files.
- Complete ministry Reports.

REQUIRED EXPERIENCE AND QUALIFICATIONS:

- Post secondary education in social work/public health/childhood development with a minimum of three years of experience working with a diverse client base. Eligibility for membership in the College of Social Work and Social Service Workers or the College of Psychotherapists is required.
- Demonstrated clinical experience working with children and families, including individual, family and group work expertise.
- Experience working with newcomers and navigating immigration systems.
- Knowledgeable about HIV and the multilayered issues that impact people living with HIV.
- Superior organizational, analytical, and problem-solving skills.
- Demonstrated ability to work within and across teams.
- Experience working in non-profit organizations.
- Excellent computer skills and experience using database systems.

FULL TIME 1 YEAR MATERNITY LEAVE CONTRACT POSITION: 35 hours weekly; flexible hours including evenings and weekends.

WORK MODEL AND LOCATION: In-person at the office only. The office is in the City of Toronto

EXPECTED ANNUAL SALARY: Commensurate with experience, CDN \$50,000/-.

APPLICATION DEADLINE: August 4th, 2025

Please send a resume and cover letter outlining how your education and experience equips you for this position to cmolina@teresagroup.ca with “Family Support Coordinator Application” in the subject line.

We strongly encourage people living with HIV, members of visible minority communities and persons from diverse backgrounds to apply and self-identify.

We thank all applicants for their interest in the position. However, only shortlisted applicants will be contacted for an interview.



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