



Kerr Street Mission (KSM) is a Christian charity dedicated to helping the community of Oakville care for low-income and at-risk families and youth, by coming alongside families in distress and helping them get to a healthier, more sustainable situation and by developing youth so they do not end up in poverty.

KSM facilitates the communities' *response* to the needs of families and individuals in distress and creates opportunity for God's love and compassion to be shared in practical and tangible ways. KSM serves low-income and at-risk families and their children. Our faith in Jesus Christ, and the love and compassion we have received from Him motivates us to have love and compassion for others. We believe every person is created in the image of God and is loved and valued by Him. We serve people of all faiths without discriminating, proselytizing or condition.

Position Title: Client Engagement Coordinator

Type: Permanent, Full Time

Rate: \$25.00 – \$29.00

Reports to: Family Services Manager

Position Summary: The **Client Engagement Coordinator** is responsible for connecting with KSM members by conducting intakes, building relationship and providing support by connecting to both internal and external services, primarily the Neighbour Care Network (NCN). The position may include advocacy on behalf of KSM members with existing partners or other community resources. This person is also responsible to engage clients in financial wellness through providing supports both through coordinating the **Community Volunteer Income Tax Program (CVITP)** and providing individualized budgeting supports and education. Engagement with volunteers is key to the success of these programs.

Key Responsibilities:

1) Client Intakes

- Complete primary client intake through one-on-one meetings
- Assess clients' needs and provide individualized, strengths-based support to identify and complete appropriate next steps
- Connect clients to internal programs, community agencies, local resources and other appropriate services
- Provide advocacy and support to help clients navigate systems and access available resources
- Determine if the client needs the support of NCN (Neighbours Care Network) and engage in a soft handoff to the NCN Coordinator

- Maintain timely, accurate and confidential case notes documenting client meetings, supports, referrals, follow-ups and outcomes
- Provide a respectful, non-judgmental, trauma-informed, and client-centered approach while maintaining appropriate confidential and professional boundaries
- Support coordinated service delivery by connecting clients with appropriate internal and external supports
- Assess financial needs to refer to NCN and CAP in cases where there is debt issues and struggles

2) Financial Wellness Engagement

- Plan and coordinate the seasonal and year-round tax clinics, including scheduling, logistics, appointments, and day-to-day operations
- Recruit, schedule, orient, supervise, and provide ongoing support to tax clinic and budgeting volunteers
- Monitor tax clinic activities to ensure compliance with CVITP guiding principles, program requirements, and organizational policies
- Maintain accurate records related to appointments, volunteers, client services, and clinic activities
- Connect with existing programs and community organizations to identify opportunities for financial education workshops and presentations
- Develop and maintain relationships with agencies, volunteers, and partners who can provide financial education and financial wellness supports
- Identify emerging financial wellness needs and encourage the client to connect with budgeting volunteers
- Promote financial wellness education and available programs within the organization and community

Qualifications & Skills:

- Experience in community services, social services, financial wellness, case management, volunteer coordination, or a related field.
- Degree or diploma in a related field.
- Experience coordinating programs and/or working with volunteers.
- Strong organizational, time-management, and administrative skills, with the ability to manage multiple priorities, appointments, and follow-ups.
- Strong interpersonal and communication skills and the ability to work effectively with clients, volunteers, staff, and community partners.
- Compassionate, non-judgmental, and client-centred approach to working with individuals with diverse needs and circumstances.
- Ability to maintain accurate, confidential client documentation and case note

- Strong attention to detail and ability to follow program guidelines, policies, procedures, and compliance requirements.

Core Competencies:

- Client-centred service and support
- Financial wellness and resource navigation
- Volunteer supervision and coordination
- Program coordination and administration
- Community engagement and partnership development
- Advocacy, problem-solving, and referral
- Communication and relationship building
- Organization and time management
- Case documentation and confidentiality
- Equity, accessibility, and inclusion

Success in this role is demonstrated through:

- Timely client intakes and follow-up, supported by accurate, confidential documentation
- Effective connections between clients and the internal and external resources they need, including appropriate and timely referrals and soft hand-offs to NCN and CAP
- Effective advocacy that helps clients navigate systems and access available supports
- Well-organized tax clinics that comply with CVITP requirements
- Clients engaged in financial wellness through individualized budgeting support and connections to budgeting volunteers
- Engaged, well-supported tax clinic and budgeting volunteers
- Accessible financial education opportunities and strong community partnerships

Interested candidates should submit their Resume and Cover Letter to humanresources@kerrstreet.com by **October 23rd, 2026**. Early applications are encouraged. **Only candidates selected for an interview will be contacted.** We appreciate the time and effort taken to apply and thank all applicants for their interest in joining our team.

A successful vulnerable sector police background check is a requirement and a pre-requisite along with a minimum of two references. All employees must comply with the Mission, Vision and Core Values of Kerr Street Mission.

Kerr Street Mission is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. We offer an environment that will support you in reaching your potential. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in their cover letter when they apply.