



PROGRAM SUPPORT INTERN

Title: Program Support Intern

Type: Two-month full-time paid internship in partnership with Canada Summer Jobs for youth program

Reports: Community Engagement Manager

Location: Mississauga, ON; combination of in-person and remote work is required

Industry: Not-for-profit

COMPANY PROFILE

Founded in 2004, Jake's House is a Provincially and Federally funded Canadian charity with a mission to provide meaningful support to families living with autism across the country. Recognizing that more than any other single issue, families dealing with autism need a community, Jake's House is committed to growing a strong network of people who understand and care - a family, determined to provide tangible solutions at every stage of life.

In addition to growing a caring, committed community, Jake's House offers a continuum of structured services to provide practical help today and lasting hope for tomorrow. Through four strategic offerings – social events for the whole family; mentoring programs for youth; employment opportunities for young adults; and housing for the aging population – Jake's House supports individuals on the spectrum throughout their entire lifespans.

Through these events and services, as well as other strategic initiatives, Jake's House strives to empower individuals with autism; offer their caregivers support and respite; raise awareness; share resources; and build a caring community. Jake's House is dedicated to delivering assistance to those who need it right now, while also determined to establish a support system for future generations.

The ideal candidate will be working with a dynamic, fast-growing organization, collaborating with a passionate, dedicated team.

JOB OVERVIEW

The Community Engagement Coordinator will play a key role in corresponding with families and volunteers to provide information and guidance regarding the programs and services provided while remaining empathetic to the parents and their children. They will be responsible to engage with community stakeholders work with partners in delivering community events and activities.

The successful candidate will possess excellent organizational skills and an ability to work in a fast-paced environment.

RESPONSIBILITIES

Program Support

- Work closely with volunteers and program attendees for the Legends Mentoring Program (LMP) and



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the Employment Mentoring Program (EMP) workshops.

- Attend and assist with workshops and activities to facilitate meaningful cross-cultural exchange through virtual platforms.
- Navigate and oversee various interpersonal relationships between program participants.
- Manage and provide support and guidance to volunteers participating in virtual workshops.
- Develop and execute meaningful family and volunteer recognition that makes the community feel valued and motivated.
- Ensuring pre and post workshop information is being communicated to families and participants.

Relationship Management

- Maintain positive relationships with families affected by Autism Spectrum Disorder (ASD), volunteers, community stakeholders, committee members and the general community.
- Provide information to both families and volunteers regarding Jake's House programs and initiatives including mentoring programs, holiday parties and other programs/events.

Administrative

- Collect and document applications from potential volunteers, families and candidates.
- Assist with administrative tasks related to special projects upon request.

REQUIRED SKILLS AND EDUCATION

- Graduate with or working towards a degree or diploma in a related discipline.
- High attention to detail and ability to multi-task.
- Excellent communications skills with the ability to build and maintain positive working relationships with members of the community, and volunteers.
- Good interpersonal skills with the ability to support collegiality in a small office.
- Ability to use discretion in maintaining confidentiality of sensitive contacts, materials, and information.
- High level of flexibility and responsiveness.
- Excellent computer skills, particularly with Microsoft Office, Mailchimp, Jotform, Survey Monkey, and Salesforce.
- As a program through Canada Summer Jobs for youth, it is a requirement to be between **18-30 years of age**.

Ideal Candidates (Culture Fit)

- Self-starter, proactive, takes initiative, resourceful, bootstrap mentality, go-getter.
- Innovative, entrepreneurial, dynamic, creative, collaborative.
- Adaptable, resilient, can switch gears and hats quickly, thrives in fast-growing / fast-moving environments.
- Positive, energetic, enthusiastic, passionate.
- Committed, disciplined.
- Compassionate, caring, understanding, genuine, strong 'family values'