

Job Posting # 6232

Position: Project Coordinator

Project Name: Second Brother and Sister

Job Type: Part Time, 28 hours per week x 48 weeks

Duration: from March 9, 2026 – February 8, 2027

Remuneration: \$25/hour

Introduction

MIAG Centre for Diverse Women & Families is a community organization that works towards an inclusive and resilient community. We strive to enhance the capacity of individuals and families from different ethno-cultural communities through empowerment, innovation, and well-being based programs and services.

Project Description

Our pilot project, Second Brother and Sister, will provide critical, no-cost support to vulnerable community members facing socio-economic, geographic, cultural, ability-related, and language barriers. The project will offer a dedicated hotline and free assistance to isolated seniors and women experiencing abuse. This hotline will respond directly to urgent needs, delivering innovative and essential support to individuals who require help with tasks beyond their physical or personal capacity, or who need home-based assistance outside the operating hours of existing service programs. Operating within Cooksville and East Mississauga, the project will address service gaps by supporting seniors and abused women who are otherwise underserved. In addition to practical assistance, the program will help participants build stronger social connections and foster a deeper sense of belonging within their community.

The program will be coordinated by a professional coordinator responsible for responding to hotline calls, conducting intake assessments, and assigning tasks to four trained Personal Assistants. These assistants will be fluent in Arabic, Mandarin, Spanish, and Tamil, in addition to English. Their linguistic and cultural competencies will ensure that services are accessible, responsive, and effective for diverse community members.

Project Deliverables

Deliverable 1

Provide language-specific, **in-home assistance** to vulnerable individuals who are ineligible for other home service programs or require support outside regular service hours in Cooksville and East Mississauga. Services will include friendly visits, safety check-ins, and delivery of basic groceries.

Deliverable 2

Provide language-specific **errand assistance** for vulnerable individuals when such services are unavailable through other organizations or outside their operating hours. Support will include

accompaniment for walk-in appointments and transportation to complete critical tasks in Cooksville and East Mississauga.

Deliverable 3

Deliver weekly one-hour online workshops to inform vulnerable community members about available assistance, answer questions, and connect participants with additional information and community resources.

Responsibilities

The **Second Brother and Sister Project Coordinator** will be responsible for the following:

- Provide leadership in the planning, coordination, and implementation of all project activities in collaboration with the Supervisor (Executive Director), four Personal Assistants, and the Program Evaluator.
- Develop and manage a comprehensive work plan for project activities, including ongoing monitoring of performance indicators and outcome measurements.
- Design and coordinate promotional materials and outreach efforts using designing applications such as **Canva**. Disseminate materials through **MailChimp**, **WhatsApp groups**, and social media platforms including **Facebook, Instagram, and Twitter**. Conduct outreach both online and in person to reach target populations as broadly and effectively as possible, and promote the service through partnerships with community-based and non-profit organizations.
- Establish and manage a dedicated **hotline** to respond directly to urgent calls from isolated seniors and abused women in **Cooksville and East Mississauga**. Respond to inquiries promptly and conduct intake assessments.
- Recruit, train, supervise, and schedule four **Personal Assistants** fluent in **Arabic, Mandarin, Spanish, and Tamil**, in addition to English. Assign responsibilities, coordinate service delivery, provide clear communication to both clients and staff, and ensure appropriate follow-up.
- Oversee service delivery to an estimated **250 isolated seniors and 50 abused women**, with an anticipated **12–14 support cases per week**, resulting in approximately **500 instances of culturally and linguistically accessible assistance** throughout the project period (including both new and returning clients).
- Facilitate **weekly online sessions** to engage directly with clients, answer questions, share relevant resources, and provide guidance in a safe and accessible virtual environment.
- Manage all project administrative tasks, including designing registration and intake forms, collecting and organizing data, creating service schedules, tracking service delivery numbers, and maintaining accurate records.
- Recruit, train, and coordinate volunteers as needed to support Personal Assistants in service planning and delivery.
- Support project evaluation by collecting participant feedback and contributing both qualitative and quantitative data throughout the project lifecycle.
- Ensure compliance with organizational policies and procedures, and maintain positive, professional working relationships with management and staff.

Qualifications

- Bachelor's degree in a relevant field, such as Social Work, Gerontology, or a related discipline.
- Minimum of two (2) years of experience as a Project Coordinator in the non-profit sector, with strong knowledge of the diverse communities in Peel Region, particularly seniors and abused women from various ethno-cultural backgrounds.
- In-depth understanding of community resources, organizations, networks, programs, and services supporting ethno-cultural seniors and women experiencing abuse.
- Proven experience identifying vulnerable seniors and women who require additional or specialized support.
- Demonstrated experience in leading, supervising, and training team members.
- Strong ability to develop collaborations and partnerships with local community organizations and to effectively reach target populations.
- Experience delivering presentations and facilitating online information sessions.
- Fluency in spoken and written English; knowledge of additional languages is considered a strong asset.
- Strong computer skills, including Microsoft Office, Canva, and virtual communication platforms such as Zoom and Microsoft Teams.
- Results-oriented with excellent organizational, time management, and problem-solving skills.
- Ability to work flexible hours, including daytime, evenings, and weekends, and to work both independently and collaboratively with teams and external service providers.
- Current First Aid and CPR certification, or willingness to obtain upon hire.

Additional Information

Selected candidates will be required to demonstrate their skills through a Zoom interview and practical assessment. Interested individuals are invited to apply by submitting a resume and cover letter, clearly referencing the project title and job posting number, to: info@miag.ca

Application Deadline: February 5, 2026, at 11:59 p.m. No phone calls, please.

To learn more about MIAG, please visit: www.miag.ca