Program Coordinator – LakeCity Helpers

Classification: Permanent, full-time

Hours of Work: Monday-Friday 8am to 4pm

Annual Salary: $40,000 - $43,000

Location: 386 Windmill Road,Dartmouth NS

ABOUT US

LakeCity Works is a non-profit organization committed to empowering people living with barriers to mental health by providing access to meaningful work, skill-building, and supportive employment pathways. Through paid employment opportunities and one-on-one career navigation, we help individuals build on their strengths, take on new responsibilities, and move toward their full potential with confidence. Rooted in community and purpose, LakeCity Works operates a range of innovative social enterprises that create diverse and inclusive employment opportunities. Our business units include LakeCity Woodworkers, where our story began, as well as Woofingtons of LakeCity, Firestarters, LakeCity Plastics, ReBoot and Helpers. Each venture is driven by our values of empowerment, positivity, teamwork, accountability, and impact.

At LakeCity Works, every product and service support a greater purpose: creating a future where everyone can thrive through work, community, and connection. We are committed to creating an environment of belonging for all. We welcome the unique contributions of all suitably qualified persons regardless of their race, sex, gender identity and expression, disability, religion/belief, sexual orientation or age.

ABOUT THE ROLE

As the Program Coordinator – LakeCity Helpers, you will lead a landscaping and property care team that delivers high-quality services to community members—many of whom are elderly or in need of extra help maintaining their homes. LakeCity Helpers is a dynamic social enterprise that offers lawn care, yard work, light maintenance, and seasonal support, while also serving as a supportive employment program for individuals living with barriers to mental health.

In this role, you will provide hands-on leadership, mentorship, and supervision to a team of supported employees, ensuring the quality of service and contributing to the growth of each participant. You’ll liaise with customers, complete site visits, prepare quotes, and coordinate daily operations to ensure safe, efficient, and impactful service delivery.

Through a person-centred and trauma-informed approach, you will help build life and employment skills in a real-world setting—reducing stigma and showcasing the strengths and capabilities of people living with barriers to mental health. This role blends practical landscaping expertise with therapeutic guidance, community connection, and a deep commitment to inclusive employment.

KEY RESPONSIBILITIES

Deliver high-quality property care services, ensuring client requests are followed and exceeded with attention to detail and compassion

Lead a small team of supported employees, providing direction, motivation, and hands-on guidance in a therapeutic and respectful manner

Safely transport the team to work sites, load and unload equipment and materials in a secure and organized fashion

Carry out a range of outdoor property care tasks such as lawn mowing, gardening, snow removal, yard cleanup, pressure washing, painting, and deck staining

Prioritize safety and efficiency in all work completed, adhering to company procedures and standards

Organize daily tasks and vehicle loading to maximize workflow and productivity

Liaise with new and returning customers to understand service needs, complete on-site assessments, and provide accurate quotes and cost estimates

Support the personal and professional growth of crew members by providing positive coaching, skill-building opportunities, and a trauma-informed approach to supervision

Maintain and perform basic repairs on tools and equipment

Keep work vehicles and storage spaces clean and organized, perform daily inspections of vehicle and equipment

Track supply levels and alert the Operations Manager to any needed replacements or new tools

Accurately complete task sheets and submit reports on all work performed

Represent LakeCity Works with professionalism and empathy when interacting with clients, neighbors, and the community

REQUIREMENTS

**Experience in landscaping/property maintenance** (minimum 2 years preferred); confident using lawn mowers, trimmers, blowers, pressure washers, and other relevant tools

Able to work independently and as part of a team, balancing hands-on work with mentorship

A natural team leader who is respectful, organized, and confident directing others while remaining flexible and compassionate

Patient, trauma-informed, and inclusive in your approach to supervision and coaching

Punctual, dependable, and detail oriented

Strong communication skills; able to effectively interact with both customers and team members

Comfortable working outdoors in a range of weather conditions

**DESIREABLE ATTRIBUTES**

**Background in recreational therapy, therapeutic recreation, community support, or similar fields** is a strong asset—especially with vulnerable populations

Experience working with people living with barriers to mental health or other barriers to employment is an asset

ADDITIONAL REQUIREMENTS

WHMIS, or willingness to complete

First Aid, or willingness to complete

Nova Scotia Class 5 Drivers License with clean drivers abstract

Clear vulnerable sector check

Physical abilities: able to lift 50lbs unaided, walk or stand for up to 2 hours

Note: Due to the nature of our work, employees must consent to a Criminal Record check. Please do not let this be a barrier to applying, only records relating to vulnerable sector or workplace safety concerns will influence our choice.

What We Offer

Comprehensive health and dental benefits package

Employer-contributed pension plan

Paid vacation and sick time

Free on-site parking

A supportive, inclusive work environment that values collaboration and respect

The opportunity to be part of something truly meaningful, contributing to a charitable organization and social enterprises that empowers individuals living with barriers to mental health through employment

A dynamic role with variety and impact