



## ADVOCACY UNLIMITED, INC.

### Program Assistant | Toivo

#### Position Description:

Advocacy Unlimited offers holistic, peer-led, education, advocacy, and support in the areas of mental health, addiction, and trauma recovery. We believe all people have the innate capacity to create a life of self-defined purpose beyond a psychiatric diagnosis and addiction histories. All members of the team champion recovery resources as part of the continuum of care and model recovery with collective care, ethics, and accountability. To learn more, please go to [www.advocacyunlimited.org](http://www.advocacyunlimited.org)

Toivo is a holistic mind-body wellness program operated by AU. Toivo is located in Hartford, where onsite classes are offered at the Toivo Wellness Center. Classes are also offered across Connecticut at partner sites. Core to the mission of Toivo is our shared commitment to bring holistic, mind body wellness classes to people who are psychiatrically detained or held within other restrictive settings. Learn more at [www.toivocenter.org](http://www.toivocenter.org).

The Program Assistant provides administrative organization and support for all Toivo Center offerings, and outreach events as well as being the face of Toivo to callers, drop ins, guests and participants. The Program Assistant is responsible for supporting all aspects of Toivo Center offerings including social media and print content creation and promotion, setting up and breaking down the space, inventory and ordering, signing in and attendance, and coordination of monthly coverage. The Program Assistant will maintain a flexible schedule, available evenings and weekends as needed to support offerings and events outside of 9am-5pm business hours.

**FULL-TIME NON-EXEMPT EMPLOYMENT:** The position is 37.5 regularly scheduled hours per week, not to exceed 40 hours. \$26.00 per hour. 180-day introductory period with performance evaluation at the conclusion of this period. Inclusive of benefits outlined in the AU Personnel Handbook. Opportunity for an additional longevity payment, and standard benefits outlined in the Advocacy Unlimited Personnel Handbook. **REPORTS TO:** Toivo Director

#### ESSENTIAL JOB DUTIES:

- Onsite 5 days per week including Saturdays from 9 – 5pm unless scheduled to provide a Toivo community offering or attend an event, including up to 3 evenings per month.
- Greet and check in all guests at the Toivo Center.
- Answer the Toivo phone, provide information about Toivo, and connect callers to appropriate team members at the organization.
- Establish a strong working knowledge of whole organization, including all programs of AU and regularly referring community members to supportive resources.
- Facilitate a minimum of 4 Toivo on-site offerings per month.
- Facilitate a minimum of 4 community offerings per month.
- Promote all Toivo Center offerings – create in house monthly offering posters in Canva, class descriptions, scheduling offering events on platforms, making social media posts, and creating reels
- Research outreach and distribution opportunities and maintain database of community partners and outreach event leads
- Attend cross organizational planning meetings related to communication, outreach, and other related priorities.
- Coordinate coverage for Monthly Calendars and disseminate offering information to Toivo Team members covering such as set up, materials needed.
- Create and distribute Toivo's monthly calendar and newsletter.
- Distribute the Monthly Calendar to Staff, DMHAS, and Community Contacts.
- Monitor the Toivo social media platforms, including general email and messages, and respond to emails and comments, and post across community platforms.
- Track attendance trends, social media engagement, and other outreach metrics.
- Monitor and maintain product inventories and compile monthly orders.
- Maintain and report accurate records of attendance for Toivo Center offerings.
- Support and assist in quality assurance efforts for Toivo Center.
- Participate in up to 4 cross-organization activities and committees including the Safety Committee and communications committee.
- Encourage donations at Toivo Center offerings.
- Meet all internal accountability standards.
- Participate in staff and team meeting, special events, and trainings.
- Coordinate space rental schedules and logistics for Space Use Agreements.
- Provide 1:1 peer support, as needed, to community attending in-house offerings.
- Other duties as assigned.

**QUALIFICATIONS:**

- Recovery Support Specialist Professional or eligible for training, required [advocacyunlimited.org/programs/rss-training](http://advocacyunlimited.org/programs/rss-training)
- 3+ years work experience in human services or related field.
- Certified in a holistic, mind body modality.
- Bilingual, Spanish speaking preferred.
- Experience with program development and evaluation.
- Must have a reliable vehicle, clean driving record, up to date Motor Vehicle Insurance and Driver's License.

**SKILLS**

- Collaborative Decision Making
- Personal Accountability
- Strategic Thinking
- Self-led
- Creative Problem Solving
- Flexible & Open to Experience
- Understanding of and ability to maintain appropriate boundaries
- Communication, both written and verbal
- Canva or other digital design experience
- Microsoft Office 365
- Personal experience with mental health, addiction, and trauma
- Recovery-oriented, inclusive, and leads by example
- Proficiency in social media management
- Ability to create a welcoming environment

**TO APPLY:** Email resume and cover letter to [HR@advocacyunlimited.org](mailto:HR@advocacyunlimited.org)