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Relief Community Support Worker - Drop-In Worker 24 Hour Women's Drop-In

Hours:

- **Day shifts**
- **Evening shifts**
- **Overnight shifts (9 hour shift) – awake shift – including weekends**

Sistering is a dynamic trans-inclusive women's organization that offers practical and emotional support through programs which enable participants to take greater control over their lives. Sistering works to change social conditions which endanger women's welfare.

Sistering began operating a 24/7 drop-in in the fall of 2015. The 24/7 drop-in is an extension of our existing drop-in services and is a low barrier and welcoming space for women to come and meet service providers, peer support workers and other women with shared lived experience. Sistering's philosophy is trauma informed and based on principles of harm reduction and inclusiveness. The drop-in services provided will address the basic need for food and sleep; personal needs for shower and laundry; social and recreational activities; health needs such as primary care, addictions support and counselling as well as support with housing, income and safety.

Position Summary: The Overnight Relief Community Support Worker-Drop In (CSW) will be responsible for supporting the day-to-day functions of the 24/7 drop-in in the overnight hours. The CSW will work as part of a team to provide practical support, case support and advocacy to women from a client-centered, trauma informed, harm reduction, anti-oppressive perspective. The successful candidate will bring a commitment to advocacy and social justice issues.

Responsibilities:

Program:

- Work productively and collaboratively within a team to ensure the smooth day-to-day operations of the 24/7 Women's Drop In
- Provide practical support to women which may involve assisting with meal preparation and service, distribution of donations and facilitating the use of shower and laundry facilities
- Provide individual support to women using case support, informal counselling and trauma-informed interventions

- Deliver harm reduction programming and participate in the distribution of kits and information related to safer drug use
- Provide information, community referrals and resources to participants related to sex work, to mental health, addictions, health and housing
- Identify, intervene and effectively deal with emergency, crisis and conflict situations
- Ensure that the Drop-in space is well maintained and organized
- Assist with unloading food orders and supplies where necessary
- Provide direction and support to participant cleaners and kitchen assistants

Administration:

- Ensure consistent and clear communication to support facilitation and enhance communication across all 3 shifts of the 24/7 program
- Prepare daily overnight program statistics
- Maintain petty cash and carry out appropriate procedure for petty cash
- Assist in the implementation of appropriate program evaluation tools
- Complete program evaluations and participate in priority setting for Sistering's programs
- Write reports, maintain up to date files, and prepare monthly statistics
- Participate in relief meetings
- Participate in regular supervision meetings with the Drop-In Coordinator

Advocacy and Community Building:

- Provide advocacy services on behalf of women within Sistering and with other agencies
- Collaborate with service users to identify directions and methods for social change

Other duties as assigned

Qualifications:

- Thorough understanding of and experience working in programs serving women with complex intersecting needs including homelessness, mental health issues, addictions and histories of trauma
- Strong understanding of client-centered, trauma-informed and anti-oppression practices
- Demonstrated commitment to principles of harm reduction
- Experience working in a drop-in or similar environment
- Understanding of peer led model of engagement and interest in working with peer workers
- Proven ability to provide case support and advocacy to women from a feminist and anti-oppression perspective
- Thorough knowledge of and experience with community-based resources and services including housing, legal, income support, health, mental health and settlement
- An understanding of systems that cause and support homelessness, poverty and marginalization
- Highly developed interpersonal skills and ability to build effective relationships with participants, team members and community partners
- Skilled in crisis intervention, de-escalation, conflict resolution and group facilitation
- Strong communication skills, both written and oral

- Strong problem-solving, team building and priority setting skills
- Educational background in social work/social services/human services work or equivalent education and lived experience
- Additional languages besides English an asset
- A valid Ontario Driver's License would be an asset
- Proficient with Microsoft Office Suite
- Availability to fill last minute shifts and work in the overnight hours

Work Conditions:

The CSW works in the Drop-In with occasional external accompaniments. The program is a 24/7 operation. There may be the risk of exposure to potentially unpredictable behaviours and situations. The 24/7 Drop-In is a pet friendly facility and employees will be expected to be in the proximity of animals.

Rate of Pay:

\$22.65 per hour + overnight premium

We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the Human Rights Code.

Apply by email or regular mail to: Attention Hiring Committee

Email: thendrickson@sistering.org
or

Tekla Hendrickson
Attn: Hiring Committee - Sistering
962 Bloor Street West, Toronto, ON M6H1L6

We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the Human Rights Code. If contacted in regards to an employment opportunity and need accommodation throughout the selection process, please contact Tina Cai, at tcgai@sistering.org for accommodation measures needed to enable you to be interviewed in a fair and equitable manner. Any information provided relating to accommodation measures will be addressed in confidence.