



962 Bloor Street West
Toronto, Ontario M6H 1L6
phone: (416) 926-9762
fax: (416) 926-1932
www.sistering.org
info@sistering.org

Student Placement Position Community Support Worker – Case Support Program

Hours: Monday – Friday, 9:00 am – 4:30 pm

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's core services include a 24/7 drop-in, social, recreational, and cultural groups, individual and systemic advocacy, community support, housing help, and social enterprises. Sistering operates within a trauma informed, low barrier, harm reduction, and anti-oppressive framework.

Staff on the Community Support Team assist women with a range of case support needs. Core elements of service provision include ongoing relationship building, informal counseling and emotional support, community advocacy and accompaniments, and housing help. This includes short-term support services such as assistance with applying for subsidized housing or searching for affordable market-rent accommodations, as well as longer-term assistance with accessing and navigating community resources in the areas of income support, health and mental health, and the criminal justice and immigration systems.

Position Summary: The Community Support Worker – Case Support (CSW-CS) will provide case support services to women identified as most in need of individual support by contact made through Sistering Programs. The CSW-CS will work to support women with complex needs by building strong relationships, providing informal counselling and emotional support, information and referrals, community advocacy and accompaniments, and housing help. Individualized services are provided from a low barrier, trauma-informed and harm reduction framework wherein women's self-identified needs and goals are prioritized. The successful candidate will bring a commitment to advocacy and social justice issues

Responsibilities:

- Actively engage with participants with complex intersecting needs including homelessness, mental health issues, addictions and histories of trauma at Sistering's drop-in
- Assess and collaboratively plan the provision of case support services for participants with complex intersecting needs
- Provide case supports including informal counselling and emotional support, information and referrals, community advocacy and accompaniments, crisis intervention and prevention
- Provide housing access, maintenance and eviction prevention supports including landlord mediation
- Work collaboratively with programs across the agency to accurately identify and analyze case support issues, develop and carry out appropriate action strategies and complete tasks in a timely and effective manner.
- Ongoing liaison with external agencies
- Support the work of the Sistering Drop-in including staffing Drop-in twice/month, participating in lunch service and events as needed
- Identify, intervene and effectively deal with emergency, crisis and conflict situations
- Working with the program staff to establish a safe and supportive environment to all participants

- Maintain accurate case management records and complete statistical reporting on electronic databases (Pirouette, SMIS) as required
- Complete required assessments and coordinated care planning
- Participating in staff meetings, training and development opportunities, agency committees and supervision
- Supervise students and volunteers
- Facilitate relevant groups for participants
- Collaborate with participants to identify directions and methods for social change
- Develop and engage in advocacy in order to address systemic issues of homelessness and poverty
- Perform the responsibilities of the position within the legislative and regulatory standards set out in the applicable Acts. Performs the responsibilities of the position consistent with the policies of Sistering
- Other duties as assigned

Qualifications:

- 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, and understanding of, principles of harm reduction and low barrier service delivery
- 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 skills and ability to work independently and in teams
- Demonstrated ability to prioritize issues within a complex work environment
- Educational background in social work/social services/human services work or equivalent education and experience
- Additional languages besides English a strong asset
- A valid Ontario Driver's License would be an asset
- Proficient with Microsoft Office Suite
- Experience working with Pirouette an asset

Work Conditions:

The Community Support Worker – Case Support Program works at 962 Bloor St W, on the phone, and in the community, meeting with clients in coffee shops, public places and in the client's home and attends meetings and appointments anywhere in the City of Toronto as required.

There may be the risk of exposure to potentially unpredictable behaviours and situations. Sistering is a 24/7 operation. This work environment is a pet friendly facility and employees will be expected to be in the proximity of animals.

If you are contacted by Sistering regarding a student placement opportunity and need accommodation throughout a hiring process, please contact Tina Cai, at tcnai@sistering.org. This address is for accommodation inquiries ONLY. Job applications sent to it will not be considered.