

INTERNAL/EXTERNAL POSTING CSW – Drop In – Summer Student

Title:	Community Support Worker - 24 Hour Women's Drop-In – Summer Student
Positions:	3
Shift:	Day Shifts – Monday – Friday Day Shifts – Wednesday – Sunday Evening Shifts – Monday – Friday Opportunity for Overnight shifts
Term of Contract:	8 weeks (June – August)
Hours:	37.5 hours per week
Location:	Sistering Drop In and Occasional accompaniments in the community
Supervisor:	Drop In Coordinator
Application Deadline:	May22nd, 2018 at 11:59 pm

Sistering is a dynamic trans-inclusive women's organization. Sistering is a multi-service agency which offers practical and emotional support to women facing a variety of challenging life circumstances, including poverty, homelessness, social isolation and trauma histories. We work to create spaces and relationships where women, in all their diversity, are supported, valued and respected. Sistering has been working with this community for over 35 years, and now includes a low-barrier, trauma informed, 24/7 Drop In, Housing and Case Support, Harm Reduction, Community Access, On the Path to Employment supports and programming, and Spun Studios.

The 24/7 Drop-in services addresses the basic need for food and rest; 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 Community Support Worker-Drop In – Summer Student will be responsible for supporting the day-to-day functions of the 24/7 Drop In. The CSW – Drop In – Summer Student will work as part of a team to provide practical support, case support and advocacy to women from a client-centred, 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 programming and supports within a low-barrier, harm reduction, trauma informed framework
- Provide practical support to women such as 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 support to women who are withdrawing from alcohol and other substances
- Provide information, community referrals and resources to participants related to topics such as sex work, mental health, addictions, health and housing
- With team members, develop, and deliver programming that is responsive to the needs of participants
- Facilitate small and large group work
- Identify, intervene and effectively deal with emergency, crisis and conflict situations
- Ensure that the Drop In space is clean, well maintained and organized
- Provide direction and support to participant cleaners and kitchen assistants
- Assist with early morning drop off and unloading food orders and supplies where necessary
- Crisis de-escalation and intervention for potentially violent situations

Administration:

- Facilitate and ensure consistent and clear communication across all 3 shifts of the 24/7 Drop In and across the organization
- Assist in the implementation of appropriate program evaluation tools
- Complete program evaluations and participate in priority setting for Sistering
- Write reports, maintain up to date files, and prepare daily and monthly statistics
- Participate in staff meetings, daily log meetings and agency committees
- Occasionally assist with the purchase and maintenance of program equipment and supplies
- Participate in regular supervision meetings with the Drop In Coordinator
- Daily stats collection for the drop in
- Participate in monthly all-staff meetings off site

Advocacy and Community Building:

- Advocate on behalf of women within Sistering and with other agencies
- Collaborate with service users to identify directions and methods for social change
- Develop and engage in advocacy in order to address systemic issues of homelessness and poverty with an emphasis on sex worker rights and consumer survivor issues and rights
- Knowledge of community resources relevant to the Sistering community

Other duties as assigned

Qualifications:

- Eligible for the [Canada Summer Job Program](#)
- Enrolled in social work, community services, human services, and other related programs
- Willingness to work in a low barrier, Drop In environment
- Understanding of (and experience working in) programs serving women with complex intersecting needs including homelessness, mental health issues, addictions and histories of trauma
- Understanding of client-centred, trauma-informed, low barrier and anti-oppression practices
- Demonstrated commitment to principles of harm reduction and knowledge of substance use
- Understanding of peer led model of engagement and interest in working with peer workers
- Ability to provide case support and advocacy to women from a feminist and anti-oppressive perspective
- Knowledge of and experience with community-based resources and services including shelter support, housing, legal, income support, health, mental health and settlement
- An understanding of systems that cause and support homelessness, poverty and marginalization
- Strong communication skills, both written and oral, and ability to build effective relationships with participants, team members and community partners
- Skilled in crisis intervention, de-escalation, conflict resolution and group facilitation
- Ability to work in a fast paced and demanding work environment
- Proficient with Microsoft Office Suite and knowledge of client management database
- Additional languages besides English an asset

Work Conditions:

The CSW – Drop In – Summer Student works in the Drop In with occasional external accompaniments. The program is a 24/7 operation. Working in the Drop In may require some physical effort (walking around Drop In/between floors, lifting and standing during meal serving). 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.

Salary: \$15/hour

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. Sistering is also committed to developing inclusive and accessible hiring practices and work environments.

If you are contacted by Sistering regarding a job opportunity and need accommodation throughout a hiring process, please contact Human Resources, Tina Cai, at tcai@sistering.org or 416-926-9762 ext. 242 for accommodation measures needed to enable you to be interviewed in a fair and equitable manner. Any information provided

relating to accommodation will be addressed in confidence. This e-mail address is for accommodation inquiries ONLY. Job applications sent to it will not be considered.

Apply by email or regular mail

Attention Hiring Committee

Subject Line: Summer Student Position

Email: mgrant@sistering.org

or

Mail:

Melody Grant - Attn: Hiring Committee - Sistering
962 Bloor Street West, Toronto, ON M6H 1L6