

SISTERING

962 Bloor Street West
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info@sistering.org

Title: Harm Reduction Housing Community Support Worker
Internal/External Posting

Hours: 9:00 am – 4:30 pm
(37.5 hours a week, primarily daytime, some evening and week end work required)

Duration: One (1) year contract with the possibility of extension

Location: 1 Position based at Sistering and in the Community

Supervisor: Coordinator, Community Supports + Housing

Application Deadline: May 18 2018– 5:00pm

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.

Position Summary: The Harm Reduction Housing Community Support Worker (HRH-CSW) will provide intensive case management, harm reduction support and resources to women who access the harm reduction program. This position will focus on stabilizing tenancies of women currently in Sistering housing partnerships, and supporting women in the harm reduction program to access new housing with available rent supplements. The HRH-CSW will have harm reduction and housing experience as well as experience coordinating and supporting peers. The successful candidate will bring a commitment to advocacy and social justice issues.

Responsibilities:

Program:

- Work productively and collaboratively within a team to provide case management, referrals, housing and advocacy support to women from the harm reduction community
- Provide individual support to women using case support, informal counselling and trauma-informed interventions
- Work with Harm Reduction Coordinators and harm reduction participants and peers to explore, support, and create opportunities for harm reduction programming including kit making sessions, recreational and art programs and evening/morning drop in programs
- Support housing partnerships from a harm reduction framework
- Support housing access for women in the harm reduction program
- Provide proactive housing stabilization supports
- Provide eviction prevention and re-housing support services

- Conduct community mapping to connect newly housed individuals to their communities
- Build and maintain responsive relationships with landlords to troubleshoot and support the resolution of tenancy issues, mediating when required
- Identify, intervene and effectively deal with emergency, crisis and conflict situations

Administrative:

- Maintain accurate case management records and complete statistical and qualitative reporting as required by funder and supervisor
- Write reports, maintain up to date files, and prepare monthly statistics
- Participate in staff meetings and agency committees
- Participate in regular supervision meetings

Advocacy and Community Building:

- Provide advocacy services on behalf of Sistering participants 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
- Develop and maintain strong working relationships within the team, across teams and with community partners/agencies
- Work in partnership with women, community groups, coalitions and agencies to develop strategies for community action and prevention programs

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
- Strong understanding of housing systems and policies with up-to-date knowledge of emerging trends and changes; knowledge of the RTA.
- Experience working in a low barrier drop-in or similar environment
- Understanding of peer led models of engagement and experience working with peer workers
- Proven ability to provide case support and advocacy to women from a feminist and anti-oppression framework
- 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 combined work/ lived experience
- Proficient with Microsoft Office Suite and experience working with Pirouette an asset
- Additional languages besides English an asset

Work Conditions:

The HRH-CSW works 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.

When not in the community, The HRH-CSW works at 962 Bloor St W. 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.

Salary: \$45,409 + benefits – this is a one year contract with possibility of extensions

We are an equal opportunity employer who values diverse lived experience. We welcome applications from 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: tgreenberg@sistering.org

or

Teya Greenberg

Attn: Hiring Committee - Sistering

962 Bloor Street West, Toronto, ON M6H1L6

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



Sistering is a United Way member agency