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INTERNAL/EXTERNAL JOB POSTING

Title:	Follow-up Community Support Worker Internal/External Posting
Hours:	9:00 am – 4:30 pm (35 hours a week, week days, occasional week-ends and evenings)
Duration:	Contract to end March 31st 2020 with the possibility of extension
Location:	Position based at PARC and in the Community
Supervisor:	Coordinator, Community Supports + Housing
Application Deadline:	Sept 19th 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 Follow-up Community Support Worker (CSW) will provide intensive case management to newly housed adults through activities including housing stabilization, eviction prevention services and re-housing when required. The Community Support worker will work to support clients with complex needs to maintain housing and connect with other support services, as determined by each individual client. This position is part of a collaboration with Parkdale Activity-Recreation Centre (PARC) and will be based out of 1499 Queen Street West.

Depending on case load demands, the CSW will support participants of PARC and Sistering with preliminary housing support and/or other relevant support needs. The successful candidate will bring a commitment to advocacy and social justice issues.

Responsibilities:

- Work with individuals referred by the City of Toronto and from within Sistering and PARC

- Support clients to identify and achieve goals in relation to housing, income supports, substance use, physical and mental health, food security and other service needs as defined by each client
- Provide housing stabilization, eviction prevention, and re-housing support services
- Assist clients towards integrating into the community, and empowering their use of resources and services to maximize their ability to remain housed
- Provide harm reduction counselling to identify strategies that reduce negative impacts of substance use on tenancies
- Accompany clients to appointments in the community
- Conduct community mapping to connect clients with relevant local services
- Work with clients to complete crisis and discharge plans
- Build and maintain responsive relationships with landlords to troubleshoot and support the resolution of tenancy issues, mediating when required
- Maintain accurate case management records and complete statistical and qualitative reporting as required by funder and supervisor
- Perform the responsibilities of the position within the legislative and regulatory standards set out in the applicable Acts.
- Perform the responsibilities of the position consistent with the policies of Sistering
- Identify, intervene and effectively deal with emergency, crisis and conflict situations
- Develop and maintain good team relationship within team, across teams and across the two agencies
- Provide advocacy services on behalf of Sistering participants, PARC members, and with other agencies
- Support the work of Sistering and PARC
- 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
- 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
- Experience working in a low barrier drop-in or similar environment
- Experience working on securing and stabilizing housing
- Strong understanding of housing systems and policies with up-to-date knowledge of emerging trends and changes; knowledge of the RTA.
- 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
- Experience with maintaining statistics, writing program reports and developing and implementing evaluation tools.
- Strong problem-solving, team building and priority setting skills
- Ability to work independently and as a member of a team, working in a fast paced, demanding environment and to manage time well.
- 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 Follow up Community Support Worker 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 CSW works at 1499 Queen Street West or 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 contract to end March 31st, 2020 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 a hiring process, please contact Tina Cai, at tcai@sistering.org. **This address is for accommodation inquiries ONLY.**
Job applications sent to it will not be considered.



Sistering is a United Way member agency