



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

INTERNAL/EXTERNAL POSTING

Community Support Worker

- Volunteer and Community Engagement

Title: Community Support Worker - Volunteer and Community Engagement
Hours: Monday-Friday 9am-5pm; can include evenings and weekends
Location: 962 Bloor Street West
Application Deadline: until position filled

Sistering is a dynamic trans-inclusive women's organization offering practical and emotional support to women facing a variety of challenging life circumstances including poverty, homelessness, social isolation and mental health issues. 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 24/7 Drop In, Housing and Case Support services, Harm Reduction supports and programming, Peer Outreach workers, On the Path to Employment programming, and Spun Studio, our social enterprise.

Our 24/7 Drop In offers:

- Three hot meals, soup and sandwiches overnight
- Showers and laundry facilities
- Clothing and footwear
- Internet access, telephones, address
- Crisis intervention and trauma-informed counselling
- Harm reduction support and supplies
- Social recreational programmes
- Onsite access to general practitioners, psychiatrists and nurse
- Onsite access to a Settlement Worker and immigration lawyer

Position Summary:

Volunteers are integral to the services we offer. **Community Support Worker - Volunteer and Community Engagement** is responsible for managing the Volunteer Program at Sistering, working as part of a team to provide programming from a client-centered, trauma informed, harm reduction and anti-oppressive perspective.



Sistering is a United Way Anchor Agency

Responsibilities:

Volunteer Programs:

- Work collaboratively with staff to ensure volunteer programming supports the social, recreational, wellness and educational, and operational needs of Sistering, including the 24/7 Drop In and Parkdale Outreach location
- Manage volunteer recruitment, training and assignments
- Create appropriate volunteer opportunities and role descriptions based on the needs of the organisation
- Monitor, support, motivate and recognize volunteers and their work
- Coordinate and manage schedules of volunteer programs
- Respond to inquiries about volunteers and external organisations through face-to-face, telephone and email contact
- Take part in events to attract new volunteers
- Manage program budgets and resources
- Maintain databases, collect stats and undertake other administrative duties

Community Engagement:

- Support Communication Initiatives
- Respond and coordinate agency tours including Youth and Philanthropy tours
- Speak at events (can entail evenings and weekends)
- Member, Board Development Committee, supporting the Board and Executive Director: facilitating recruitment, screening, interviewing of Board candidates; planning and managing Board Orientation
- Coordinate Sistering's Annual General Meeting
- As Sistering's Donor Engagement Champion for United Way, work with the Fund Development Team to develop staff committee and organize annual fundraising campaign for United Way
- Support Fundraising

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Administration:

- Prepare monthly Drop In and Health Services Calendar for staff and community partners
- Submit volunteer statistics quarterly/yearly to the City, TCLHIN, United Way
- Implement Strategic Planning Initiatives
- Create Board Member Orientation Manuals for new members
- Participate in staff meetings, weekly Coordinator meetings and agency committees

Advocacy and Community Building:

- Contribute to advocacy services on behalf of women within Sistering

Medical Clinic Coordination:

- Medical Clinic Coordination and Admin Support: coordinate schedules with all health services including general physicians and psychiatrists from Inner City Health Associates, onsite nurse, Jean Tweed partnership and dental clinic
- Support roster of volunteer medical receptionists and ensure coverage of reception for Medical Team
- Create monthly calendar of Health Services

Other duties as assigned

Qualifications:

- Certificate in Volunteer Management or equivalent experience
- Educational background in social work/social services/human services work or equivalent education and lived experience is an asset
- Strong interpersonal skills and demonstrated ability to build effective relationships with volunteers, participants, team members, community partners and Board Members
- Strong coordination and event planning skills
- 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 and knowledge of substance use
- Experience working in a drop in or similar environment
- Understanding of peer led model of engagement and interest in working with peer workers



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- Proven ability to work from a feminist and anti-oppression perspective
- An understanding of systems that cause and support homelessness, poverty and marginalization (for speaking engagements)
- Skilled in crisis intervention, de-escalation, conflict resolution and group facilitation
- Strong communication skills, both written and oral
- Strong problem solving, team building
- Proficient with Microsoft Office Suite
- Additional languages, Mandarin, Cantonese an asset
- Experience using OSCAR or similar database an asset
- A valid Ontario Driver's License an asset

Work Conditions:

The program is a 24/7 operation. There may be the risk of exposure to potentially unpredictable behaviors 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: \$24.95 - \$28.28 per hour + benefits

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 contacted in regards to an employment opportunity, please advise our Hiring Committee of the 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.

Apply by email or regular mail to:

Email: tcai@sistering.org
Email Subject Line: **Attention Hiring Committee - Community Support Worker -
Volunteer and Community Engagement**

Or

Tina Cai
Attn: Hiring Committee – Community Support Worker – Volunteer and Community
Engagement
Sistering
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