



962 Bloor Street West
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info@sistering.org

Peer Position

Title: Community Access Worker (One- Year Contract)

Hours: 9:00 am – 4:30 pm (37.5 hour work week)

Location: Sistering Drop In and Accompaniments in Community

Supervisor: Unit Director

Application Deadline: November 4th, 11:59 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.

The 24/7 drop-in is a low barrier and welcoming space for women to come and meet service providers, peer support workers and other women with shared lived experience. Sistering's philosophy is trauma informed and based on principles of harm reduction and inclusiveness. The drop-in services provided will address the basic need for food and sleep; 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:

Community Access Worker provides accompaniments and peer support services to women of Sistering and other partner agencies. The Community Access Worker performs a wide range of tasks to assist women including playing a supportive role and providing information. The Community Access Worker is responsible for outreach and to divert visits to the emergency department.

Community Access Worker has an interest in their peers, the ability to see each woman as a unique individual and with a focus on developing trusting relationships to support women's decisions. The worker is willing to share their own experience and able to engage people based on their level of receptivity and individual needs. The worker is also able to role model competency in addressing their own personal issues and ongoing coping skills.



Responsibilities:

- Accompany individuals with mental health and/or addiction concerns, who require and need ongoing support in the community, to get to appointments and to directly reduce emergency room visits
- Work productively and collaboratively within the teams in both the Community Access Program and Sistering Drop In to ensure smooth day-to-day operations
- Communicate through telephone, fax or email to Project Coordinator and other team members
- Provide practical support to women which may involve assisting with meal preparation and service, distribution of donations and facilitating the use of shower and laundry facilities
- Ensure support is rooted in harm reduction and trauma informed practice
- Identify, intervene and effectively deal with emergency, crisis and conflict situations
- Facilitate links to other community resources as appropriate and consistent with women's needs
- Properly document all client interaction as per agency data collection requirements
- Participate in program activities, including planning and evaluation
- Represent agency as required and assist in networking with partner agencies
- Work collaboratively, respectfully and constructively with women, team members, other service providers, volunteers, management and external stakeholders
- Ensure confidentiality of women, employees, and program information at all times
- Work as part of the overall Sistering staff team, attending meetings and training as required
- Follow all agency policies and procedures
- Undertake other related duties as may be assigned/required

Qualifications:

- Lived experience and knowledge of issues affecting women who access Sistering such as poverty, homelessness, unemployment, stigma, isolation, experience of mental health system and/or addictions
- Able to relate and engage with members from a peer perspective
- Understanding of client-centred, trauma-informed and anti-oppression practices
- Commitment to principles of harm reduction
- Previous Peer Roles
- Understanding of boundaries between workers and participants
- Experience working in a Drop In or similar environment
- Experience working with marginalized individuals from diverse racial and cultural backgrounds
- Committed to feminism and anti-oppression ways of working
- Ability to work independently in the community and as member of a team
- Highly developed interpersonal skills and ability to build effective relationships with participants, team members and community partners
- Skilled in crisis intervention, de-escalation and conflict resolution
- Display supportive problem solving and make recommendations to resolve issues
- Excellent listening and communication skills
- Strong advocacy skills and commitment to social justice

- Educational background in social work/social services/human services work or equivalent education and lived experience with High School diploma or equivalent
- Training in the following areas Crisis Prevention, WRAP, Recovery, Harm Reduction, Trauma informed approach, anti-oppression/anti-racism, mental health and addictions an asset
- Computer competent

Work Conditions:

The Community Access Worker base is in the Drop In with majority of time spent in the community in external accompaniments. 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: \$24.95 per hour – this is a one year contract

Apply by email or regular mail to:

thendrickson@sistering.org

or

Tekla Hendrickson

Attention Hiring Committee

Attn: Hiring Committee

Subject Line: Community Access Worker

Sistering

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Toronto, ON M6H1L6

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.

If contacted in regards to an employment opportunity and need accommodation throughout the selection process, please contact Tina Cai, at tcai@sistering.org for 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.