

# SISTERING

## INTERNAL/EXTERNAL JOB POSTING

**Position:** Community Support Worker – Drop In  
**Department:** 24 Hour Women’s Drop In  
**Hours:** Day shift: 8:00 am – 3:30 pm or 9:00am – 4:30 pm  
**Shifts**  
a. Full-time Weekend Day shifts (Wednesday to Sunday, 35 hours/week)  
b. Full-time Weekend Day shifts (Friday to Tuesday, 35 hours/week)  
**Supervisor:** Drop In Coordinators  
**Location:** 962 Bloor St West and Occasional accompaniments in the community  
**Application**  
**Deadline:** November 4<sup>th</sup>, 2018 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 24/7 Drop In, Housing and Case Support services, Harm Reduction supports and programming, Peer Outreach workers, On the Path to Employment programming, and 2 Social Enterprise initiatives, Inspirations and Spun Studios.

The 24/7 Drop-in services provided, address 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 (CSW) will be responsible for supporting the day-to-day functions of the 24/7 Drop In. The CSW 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
- Supervise placement students and volunteers
- Provide direction and support to participant cleaners and kitchen assistants
- Assist with early morning drop off and unloading food orders and supplies where necessary

***Administration:***

- Facilitate and ensure consistent and clear communication across all 3 shifts of the 24/7 Drop In and across the organization
- Maintain petty cash
- 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

***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

***Other duties as assigned***

**Qualifications:**

- 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, low barrier and anti-oppression practices
- Demonstrated commitment to principles of harm reduction and knowledge of substance use
- Experience working in a low barrier drop-in or similar environment
- Understanding of peer led model of engagement and interest in working with peer workers
- Proven ability to provide case support and advocacy to women from a feminist and anti-oppressive perspective
- Thorough 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

- 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 problem-solving, team building and priority setting skills
- Ability to work in a fast paced and demanding work environment
- Educational background in social work/social services/human services work or equivalent education and lived experience
- Additional languages besides English an asset
- Proficient with Microsoft Office Suite and experience using pirouette, SMIS or similar database an asset

**Work Conditions:**

The CSW 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:                      \$45,409.00**

**Apply by email or regular mail to:**

Melody Grant  
962 Bloor Street West, Toronto, ON M6H 1L6  
[mgrant@sistering.org](mailto:mgrant@sistering.org)

**Subject Line:** Drop In CSW Weekend Positions (indicate shifts applying)  
In your **Cover Letter**, please indicate the shifts you are applying for.

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](mailto: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.