

INTERNAL/EXTERNAL POSTING CONTRACT POSITION

Title:	Community Support Worker (CSW) – Community Liaison
Hours:	Monday - Friday 1 pm – 8:30 pm (35 paid hours per week) Include late evenings and weekends
Location:	962 Bloor Street West
Contract Position End Date:	Dec. 31, 2019
Application Deadline:	Feb. 10th, 11:59 pm

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 and trauma informed supports and programming, Peer Outreach workers, On the Path to Employment programming, and Spun Studio, our social enterprise.

Position Summary:

Sistering is committed to strengthening our capacity to build positive community relations. In collaboration with a dynamic Community Advisory Committee, the **Community Support Worker – Community Liaison** is responsible for supporting the initiatives of the Committee and developing a community response plan. It includes activities to strengthen relations with broader community, reduce stigma and marginalization of women who access Sistering, and develop communication mechanisms to ensure we are responsive to our local community. As a part of our team, the work is to support our goal of providing programming from a low barrier, client-centered, trauma informed, harm reduction and anti-oppressive perspectives.

Responsibilities:

Community Responsiveness:

- Work collaboratively with staff to ensure Sistering’s timely responses to and positive presence for the local community
- Create appropriate opportunities for community building between Sistering and the local community, which is both responsive to the needs of those we serves and addressing the concerns of the broader community
- Co-Create and implement Community Responsive Plan initiatives including but not limited to one large community event



- Respond to inquiries about Sistering work through face-to-face, telephone and email contacts
- Prevent, monitor and respond to local community complaints
- Develop metric to analyze the nature of community complaints and gauge the agency responsiveness, such as complaints log etc.

Community Engagement:

- Recruit for the Community Advisory Committee meetings and organize all Committee meetings
- Develop effective communication materials and tools for the public
- Motivate and recognize the supports from local community
- Support communication initiatives, such as newsletters, social media and etc.
- Coordinate and conduct agency tours
- Speak at events (can entail evenings and weekends)
- Take part in events to attract new community relations and partnerships
- Support Fundraising as an opportunity to build long term community relations
- Receive in-kind donations that have been generated through increased communication with the community

Advocacy:

- Contribute to advocacy services on behalf of women within Sistering
- Implement Strategic Planning Initiatives where relevant

Administration:

- Create Community Advisory Manual for new members
- Take minutes at Community Advisory Committee meetings and prepare monthly reports
- Collect stats, maintain databases, and submit reports on time, such as quarterly/yearly volunteer statistics
- Participate in staff meetings, and agency committees
- Undertake other administrative duties

Other duties as assigned

Qualifications:

- Solid Community Development experience
- Educational background in social work/social services/human services work or equivalent education and experience

SISTERING

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info@sistering.org

- Strong interpersonal skills and demonstrated ability to build effective relationships with volunteers, participants, team members, community partners and Board Members
- Strong facilitation, 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
- Demonstrated commitment to principles of harm reduction and knowledge of substance use
- Strong understanding of client-centered, trauma-informed and anti-oppressive practices
- Experience working in a drop in or similar environment
- Understanding of peer led model of engagement and interest in working with peer workers
- 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 as well public presentation skills
- Strong problem solving, team building
- Proficient with Microsoft Office Suite
- Experience using OSCAR or similar database an asset
- Lived experience is an asset
- Additional language(s) is an asset
- A valid Ontario Driver's License is 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.

Hourly rate: \$24.95

Apply by email or regular mail to:

Email: humanresource@sistering.org

Email Subject Line: Attention Hiring Committee : CSW – Community Liaison

Or

Tina Cai

Attention Hiring Committee : CSW – Community Liaison

Sistering, 962 Bloor Street West, Toronto, ON M6H 1L6





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Sistering is an Equal Opportunity Employer; we welcome and encourage applications from racialized persons/visible minorities, Indigenous persons, persons with disabilities, ethnic minorities, and persons of minority sexual orientations and gender identities.

Persons with disabilities who anticipate needing accommodations for any part of the application process may contact, in confidence, Tina Cai, Human Resources Coordinator, by email tcai@sistering.org, or phone at 416-926-9762 ext. 242

