



JOB POSTING

COMMUNITY SERVICES – WILLOW’S PLACE

FULL-TIME POSITION 37.5 HRS PER WEEK

Must have flexible availability for Weekday and Weekend shift 8:30am-9pm

Wage range \$16.17-18.68 per hour

OBJECTIVE: **The Community Services Staff** acts as support in collaboration with both community partners and other program staff to ensure the continuation of appropriate and meaningful services to clients. This staff will act as the voice for Willow’s Place clients in respect to advocating for their needs both within our organization and externally. The expectation is that staff are available to fill vacant shifts to support program.

KEY RESPONSIBILITIES:

1. Overall safety of the women’s space including ensuring basic expectations of behaviour are met, health and safety issues are addressed and the space is barrier-free
2. Knowledge and understanding of the challenges and barriers faced by women/individuals experiencing poverty, mental health problems, addictions, sex work, etc.
3. Provide client-centred care using compassion and dignity at all times
4. Maintain updated information resources, providing information to participants on the service delivery system and making referrals to services based on client-identified needs and priorities
5. Monitor and maintain health and hygiene supplies (including harm reduction supplies)
6. Support program participants through engagement activities in the daily operations and structured activities of the women’s space
7. To be proactive in connecting with community agencies re: partnerships/initiatives and to ensure the co-ordination and effectiveness of these services as they are offered in the women’s space
8. Provide opportunities for social connection by providing a shared meal in the Willow’s kitchen
9. Support other members of the team (i.e. volunteers and students), ensuring that each individual is familiar with the day to day operations and philosophies of the space (low barrier, resourced, safe space for marginalized women).
10. To promote awareness of the women’s space through outreach efforts
11. Track daily, weekly and monthly statistical information that will help guide the future developments of the space
12. Adhere to a strict policy of confidentiality
13. Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times
14. Other duties as required to ensure the continuation of service to participants in the space
15. Conduct client engagement activities/outings
16. Ability to adapt and contribute to new innovative opportunities as they arise in the department
17. Committed to uphold the organization’s mission, values and standards

QUALIFICATIONS:

1. Degree or Diploma in community services, social work or related field
2. Experience and education in Concurrent Disorders
3. 2yrs experience working with marginalized women in a community setting
4. Work from an anti-racist, anti-oppressive framework
5. Experience in crisis intervention and conflict resolution with distressed individuals
6. Capable of adapting to a flexible and sometimes chaotic work environment
7. Effective communication skills verbally and written, strong organizational and time management skills
8. Must be comfortable working independently or as part of a team
9. Must be a confident decision-maker

Mission Services is an equal opportunity employer

In accordance with the Accessibility for Ontarians with Disabilities Act, Mission Services is committed to accommodating individual needs of applicants with disabilities throughout the recruitment process. Please call Human Resources at 905-528-5100 Ext. 3315 or email at ecowan@mission-services.com, if you require an accommodation to ensure your equal participation during the recruitment and selection process.

How to Apply

Please submit a résumé with cover letter by October 26th, 2018 to:

Director of Community Services

Mission Services of Hamilton

P.O. Box 368, Hamilton, ON L8L 7W2

or email to sbolton@mission-services.com