



JOB POSTING

Community Services – Willow’s Place

Relief Client Advocate

Must have flexible availability

Wage – \$18.86 per hour

Posting No. MS0003

POSITION SUMMARY:

The Client Advocate will work as part of a team to provide practical support and advocacy to women from a client-centered, trauma informed, harm reduction and anti-oppression perspective.

KEY RESPONSIBILITIES:

- Ensure the overall safety of the women’s space; ensure that basic expectations of behaviour are met and health and safety issues are addressed
- Demonstrated ability to provide person-centered, trauma and AR/AO informed services and supports to women with diverse experiences and identities; engage through structured activities, meal time and 1:1 opportunities
- Provide therapeutic groups for women
- Provide strategic engagement for women who are precariously housed; provide support and resources to prevent homelessness
- Provide strategic engagement for women who are chronically or episodically homeless; provide support and resources to find appropriate housing
- Make appropriate referrals to services based on client-identified needs and priorities; maintain updated community resources
- Monitor and maintain health, hygiene and harm reduction supplies
- Connect and work effectively with community agencies re: partnerships/initiatives; promote the space through outreach efforts
- 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
- Track daily, weekly and monthly statistical information that will help guide the future developments of the space
- Adhere to a strict policy of confidentiality
- Work safely, identify any health and safety concerns and report to management
- Ensure Mission Service’s workplace Health & Safety policies and procedures are followed at all times
- Committed to uphold the organization’s mission, values and standards

QUALIFICATIONS:

- Degree or Diploma in human services, social work/social services or work experience/equivalent education
- Experience and education in Concurrent Disorders
- Experience working in programs serving women with complex intersecting needs including poverty, homelessness, mental health issues, addictions and histories of trauma
- Skilled in crisis intervention, de-escalation, conflict resolution and group facilitation

- Comfortable working with women in crisis; there may be risk of exposure to unpredictable behaviours and situations
- Demonstrated commitment to principles of harm reduction
- Capable of adapting to a flexible and sometimes chaotic work environment
- Effective communication skills verbally and written, strong organizational and time management skills
- Strong problem-solving, team building, decision-making and priority setting skills
- Second language is an asset

HOURS OF WORK:

- 8.5 & 11.5 hour shifts
- Ability to work a flexible schedule of day, evening and weekend shifts in order to support staffing and program needs

REQUIREMENTS:

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test

To apply for this position, please send your cover letter and resume to:

**Director of Human Resources
Mission Services of Hamilton
P.O. Box 368, Hamilton, ON L8L 7W2
or
email to HR@mission-services.com**

At Mission Services of Hamilton, we value diversity in our employees and are proud to be an Equal Opportunity Employer. We thank all applicants, however, only those candidates selected for an interview will be contacted. If you require an accommodation during the recruitment and selection process, please let us know. We will work with you to meet your needs.