



**JOB POSTING**  
**Community Services**  
**Willow's Place**  
**Client Advocate**  
**Full-Time Permanent**  
**Salary-\$37,518.00- \$42,822.00 per year**  
**Posting No. MS0082**

**POSITION SUMMARY:**

The Client Advocate will provide feminist, trauma-informed, compassionate and innovative supports and therapeutic, activity-based groups for women. The Client Advocate will support women's individual goals and plans including referrals and/or housing applications and assessments. The Client Advocate will assist women in meeting their basic needs by providing access to food, showers and laundry facilities. The Client Advocate will assess the safety of the women they support and work with service users to create personal safety plans. The Client Advocate will also support women in developing coping strategies and harm reductions strategies (when necessary). The Client Advocate will prevent, manage and defuse any behavioural issues that may arise in the space, and encourage a caring, healthy, safe and positive work setting for their peers.

**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

- Ensure Mission Service's workplace Health & Safety policies and procedures are followed at all times
- Other duties as required to ensure the continuation of service to participants in the space
- Uphold the organization's mission, vision and values

### **QUALIFICATIONS:**

- Degree or Diploma in human services, social work/social services or equivalent combination of work experience and 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:**

Ability to work a flex schedule as needed in order to meet the needs of the program including days, evening and night shifts (weekdays and weekends)

### **REQUIREMENTS:**

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test
- Proof of COVID-19 vaccination, or willingness to register to receive this vaccination as soon as possible

**To apply for this position, please send your cover letter and resume by 5:00PM August 5, 2021 to:**

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

*At Mission Services of Hamilton, we value diversity in our employees and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion.*

*We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates. We encourage applications from individuals from underserved and underrepresented cultural and racial communities, from First Nations Inuit and Metis communities, Two-Spirit, LGBTQIA+ communities, and people living with disabilities*

*Mission Services is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.*