



JOB POSTING

Community Services and Outreach

Willow's/Emma's Place

Client Advocate

Part-Time, Weekend, Permanent

1 Position

Wage: \$22.75 per Hour

Posting No. MS0536

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 service user 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

QUALIFICATIONS:

- Degree or Diploma in human services, social work/social services or equivalent work experience and education
- Experience and education in Concurrent Disorders an asset
- Experience working in programs serving women with complex and intersecting needs including poverty, homelessness, mental health issues, addictions and 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 verbal and written communication skills, 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:

- Minimum 7.5 hours biweekly with the possibility of picking up additional shifts dependent on program needs
- Ability to work a flexible schedule dependent on program needs, including day, evening, and night shifts

REQUIREMENTS:

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

**To apply for this position, please send your cover letter and resume by 5:00PM on November 01, 2024 to:
Jaclyn Smith, AD, Community Services and Outreach
Mission Services of Hamilton
P.O. Box 368, Hamilton, ON L8L 7W2 or email to jsmith@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, and those with lived experience of abuse, food insecurity, homelessness, mental health difficulties and addictions.

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.