



## **JOB POSTING**

**COMMUNITY SERVICES - WILLOW'S PLACE**

**Part Time Client Advocate**

**Wage \$18.49 per hour**

### **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.

- 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
- Conduct program activities/outings/evaluations
- Ability to adapt and contribute to new innovative opportunities and emerging needs in the community
- Committed to uphold the organization's mission, vision and values

### **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:**

- 4.5 hours per week
- Can vary with shift availability
- Ability to cover on an on-call basis both day and evening shifts outside of the schedule as needed in order to meet the needs of the program
- Ability to work a flexible schedule, including occasional day, evening and weekend hours

#### **REQUIREMENTS:**

- Police Record Check including a Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test

**To apply for this position, please send your cover letter and resume by May 15, 2019 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)**

**Mission Services is an equal opportunity employer** – If you require an accommodation during the recruitment and selection process, please let us know. We will work with you to meet your needs.

We thank all applicants, however, only those candidates selected for an interview will be contacted.