



A TURNING POINT
FOR WOMEN



YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women escape violence, move out of poverty and access safe, affordable housing. We work tenaciously to break down barriers that hold women back from achieving equality.

Internal and External Job Posting Awake Overnight Shelter Support Worker YWCA Davenport JOB ID: DAV0248

Employment Type:	Full-Time, Permanent
Work Hours:	35 hours per week (Tuesday to Saturday; shares on-call responsibilities)
Salary:	\$50,158 annually (L6), plus comprehensive benefits
Location:	348 Davenport Road, Toronto, Ontario, M5K 1K6
Internal Application Deadline:	Thursday, August 8, 2019
External Application Deadline:	Monday, August 12, 2019

JOIN OUR TEAM

The Awake Overnight Shelter Support Worker, works within a collaborative team to provide meaningful and relevant services within a theoretical feminist framework that includes a working knowledge of the dynamics and effects of trauma and oppression. She acts as a resource to staff and clients and is responsible for providing a full range of services which includes crisis counselling, case management and the development, implementation and evaluation of workshops. The position shares in the responsibility of the overall health and safety of the building and will work in an open shelter/work environment without a dedicated office space.

ABOUT YWCA TORONTO – YWCA DAVENPORT

YWCA Davenport provides up to 80 emergency shelter beds to young women (16 – 24 years of age) and adult women (25 and older) and is staffed 24 hours a day. This pet friendly shelter is funded by the City of Toronto and adheres to Toronto Shelter Standards.

KEY RESPONSIBILITIES

- Applies knowledge of the issues of trauma and the dynamics of woman abuse and homelessness to develop and implement effective support strategies;
- Provides daily support services to residents (e.g. tokens, providing personal hygiene items and toiletries, first aid, long-distance calls and assists with completion of forms and statements);
- Exercises precautions to ensure the safety of residents and completes risk assessments and safety plans;
- Provides case management support services to residents;
- Uses mediation and counselling skills to maintain a co-operative, supportive and productive shelter environment;
- Provides information and referrals and advocates for clients facing issues of homelessness and trauma;
- Negotiates supportive and flexible strategies to assist residents with mental health issues to access the support within the shelter and in the community;
- Negotiates treatment plans with residents that focus on harm reduction;
- Engages in crisis de-escalation work should incidents occur;
- Provides supportive counselling to clients regarding their housing options; assesses clients' housing needs through group sessions or in one to one interviews;
- Assists clients in applying for priority, RGI, rent supplement, supportive housing, group homes and any other relevant housing programs and advocates on their behalf;
- Develops, implements and evaluates workshops and groups that address clients' mental health issues and experience of trauma using interactive techniques (i.e. expressive art techniques) and collaborates with other YWCA programs;

- Provides specialist support and assessment in the development, implementation, facilitation and evaluation of therapeutic groups to shelter staff and residents;
- Maintains, records, compiles program statistics and prepares reports and correspondence.

QUALIFICATIONS

- In-depth knowledge of an academic discipline normally acquired through completion of a supervised undergraduate degree (e.g. BSW);
- An analytical framework that identifies clients' relation to social systems and the demonstrated practical application of this framework;
- Completion of workshops and courses pertaining to mental illness, trauma, harm reduction, crisis de-escalation and anti-oppressive practice;
- 1 to 3 years' experience in counselling and group work focused on clients at risk and/or homeless women;
- Completion of Toronto Hostel's Training Certificate (T.H.T.C.) or equivalent;
- Demonstrated knowledge of harm reduction principles and practice;
- Demonstrated knowledge of community resources and supports focused on mental health and group support;
- In-depth knowledge of the dynamics of woman abuse and trauma within an anti-oppression framework;
- Demonstrated experience in the development, delivery and evaluation of workshops and groups;
- Experience delivering culturally sensitive services in a multicultural environment;
- Excellent communication and interpersonal skills;
- Proficiency in Microsoft Word, e-mail and the Internet;
- Knowledge and understanding of mental health, substance use/addictions, advocacy, refugee and immigration issues and homelessness;
- Life Skills Certificate an asset;
- A certificate in trauma counselling would be an asset;
- Knowledge of a second language and/or culture would be an asset.

HOW TO APPLY

Please submit your cover letter and résumé to: Ashley Brown, Manager of YWCA Davenport at davenportjobs@ywcatoronto.org

Please quote JOB ID number DAV0248 and your name in the subject line.

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. This position is within the Bargaining Unit. **Please indicate on your cover letter if you are an internal candidate.** For internal applicants, this position is secondable.

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace.

Posting Date: July 30, 2019