



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 Shelter Support Worker – Legal Services Support Worker YWCA Women's Shelter JOB ID: WMSH0249

<b>Employment Type:</b>	Full-Time, Permanent
<b>Work Hours:</b>	35 hours per week (rotating day, afternoon, evening and weekend shifts; shares on-call duties)
<b>Salary:</b>	\$50,158 annually (L6), plus comprehensive benefits
<b>Location:</b>	Confidential Address - Downtown Toronto
<b>Internal Application Deadline:</b>	Thursday, August 8, 2019
<b>External Application Deadline:</b>	Monday, August 12, 2019

### JOIN OUR TEAM

As a specialist in the area of legal systems support, the Shelter Support Worker – Legal Services Support Worker operates 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 and the development, implementation and evaluation of workshops.

### ABOUT YWCA TORONTO – YWCA WOMEN'S SHELTER

YWCA Women's Shelter provides safe and secure emergency shelter for women and their children who are fleeing violence. The shelter is staffed 24 hours a day and supports 9 families and two single women. In addition to shelter, families are offered case management support and enriching group and community activities to help them deal with the trauma they have experienced and begin to establish lives that are free of violence.

### KEY RESPONSIBILITIES

- Applies knowledge of the issues of trauma and the dynamics of woman abuse to develop and implement effective support strategies;
- Participates in case conferences and acts as an advocate on behalf of residents;
- Provides daily support services to residents (e.g. weekly allowance, bus tickets/taxi vouchers, first aid, long-distance calls and assists with completion of forms and statements);
- Uses mediation and counselling skills to maintain a co-operative, supportive and productive house environment;
- Liaises with professionals and agencies in the community to facilitate access to services by the clients;
- Researches, creates and obtains material to address the needs of clients;
- Works with Transitional Support Worker to respond appropriately to legal needs presented by ex-residents;
- Applies knowledge of legal processes to assist and link clients to relevant legal services in the areas of: immigration and refugee, family, child protection, criminal, Landlord and Tenant law counselling and acts as a resource to staff and clients;
- Conducts assessments and identifies clients' legal needs and issues;
- Assists clients to obtain legal aid where appropriate;
- Provides crisis intervention and counselling for women and their children;

- Develops, implements and evaluates psycho-educational and mutual-aid groups that address clients' immigration and refugee issues as well as trauma and woman abuse issues;
- Maintains, records and compiles program statistics and prepares reports and correspondence;
- Has working knowledge of the Child and Family Service Act.

## QUALIFICATIONS

- In-depth knowledge of an academic discipline normally acquired through completion of a clinically supervised undergraduate degree (e.g. BSW);
- An analytical framework that identifies clients' relation to social systems and the demonstrated practical application of this framework;
- Knowledge of legal systems and processes pertaining to newcomers, refugees and individuals who have precarious immigration status, legal court systems (family, criminal, immigration and refugee), legal aid assistance and the landlord and tenant board required;
- 1 to 3 years' experience in counselling and mutual-aid group work focused on immigration and refugee issues with clients at risk;
- Working knowledge of harm reduction principles and practice;
- Knowledge of community resources and supports focused on immigration and refugee counselling;
- In depth knowledge of the dynamics of woman abuse and trauma;
- 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 issues, advocacy, refugee and immigration, issues, child development and parenting;
- 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: Carol Hines-DaCosta, Manager of YWCA Women's Shelter at [shelterjobs@ywcatoronto.org](mailto:shelterjobs@ywcatoronto.org)

Please quote JOB ID number WMSH0249 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