



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**  
**Part-Time Front Desk Support Worker - Weekend**  
**(Contract Position)**

**YWCA Elm Centre/Winona Place**

(Winona Place is a Permanent Housing Complex for Indigenous Women and their Families)

**JOB ID: ELM0229**

<b>Employment Type:</b>	Part-Time Contract
<b>Work Hours:</b>	26 hours per week (includes all weekends and alternate weekdays)
<b>Contract Start Date:</b>	As soon as possible
<b>Contract End Date:</b>	March 14, 2020
<b>Salary:</b>	\$25.95 per hour (Level 5)
<b>Location:</b>	150 Elizabeth Street, Toronto, Ontario M5G 0B1
<b>Application Deadline:</b>	Monday, August 19, 2019

### JOIN OUR TEAM

The Front Desk Support Worker is responsible for a welcoming and supportive reception service and works within a collaborative team to create a meaningful and relevant environment for tenants and guests. Working within a feminist framework that includes a skilled response and knowledge of the dynamics and effects of trauma, mental health, and oppression.

### ABOUT YWCA TORONTO – YWCA ELM CENTRE

YWCA Elm Centre includes 300 units of permanent housing for three different resident groups: 165 units of affordable rental units for women, 50 units for women and women-led families of Indigenous descent (including 10 women-led families fleeing violence) and 85 units for women who are experiencing significant mental health challenges or concurrent mental health/addictions disorders. The program will provide services to the entire residential community, with a dual focus on community building and individualized supports.

**Qualified candidates must be of Indigenous heritage. Applicants are required to clearly identify their Indigenous lived experience in their cover letter in order to be considered.**

### KEY RESPONSIBILITIES

- Schedule appointments for the Women's College Clinic operating at Elm; schedule tenant booking of communal spaces the Jack Layton Lounge, Nancy's Auditorium, and the Winona Community Lounge;
- Assist in providing orientation to new tenants to ensure familiarity and understanding of programs, staff and community environment;
- Responds to on-site emergency needs by using the on-call procedures (i.e. Directors, Property Services and Housing Support program staff);
- Take corrective action when responding to potential safety hazards; ensure hazards are reported to the appropriate personnel;
- Report all disturbances, vandalism or other emergencies to the supervisor; complete an incident report as required;
- Liaison with appropriate staff including Housing Workers, Community Engagement staff and Property Services;

- When required, uses mediation and de-escalation skills to encourage and maintain a cooperative , supportive and safe community;
- Shares emerging needs of the community with program staff towards development of quality programs and services.

## QUALIFICATIONS

- Completion of an undergraduate university degree in a relevant field (e.g. Social Work) (**Cases for equivalency will be considered**);
- Ability to use equipment relevant to the position i.e., computer, phone system, security monitoring;
- 1 to 3 years directly related experience within supportive housing;
- Completion of the Toronto Hostel Training Centre's certificate an asset;
- Knowledge of the Residential Tenancies Act;
- Strong interpersonal skills;
- Exceptional verbal and written communication skills;
- Knowledge and experience in de-escalating conflict and experience in responding to crisis situations;
- Ability to interact in a respectful and professional manner with a diverse community of women, their families and guests within a supportive housing environment;
- Experience working with diverse individuals and groups e.g. cultural diversity, gender, abilities, religion, race, sexual orientation, etc.;
- Demonstrate knowledge of and experience working with women living with experiences of precarious housing, poverty, violence/trauma, and mental health/concurrent addictions issues;
- Knowledge and experience working from an anti-oppression framework and trauma informed practice;
- Knowledge of harm reduction framework;
- Ability to follow all safety policies and procedures within the work area and respond properly to emergency or safety situations;
- Ability to think independently, demonstrate good judgment, problem-solving skills and effective decision-making skills;
- Must be organized and detail-oriented;
- Ability to work well under pressure;
- Knowledge of security operating systems an asset;
- Knowledge and ability to communicate in a second language an asset;
- Experience working in a residential setting an asset;
- Completion of WHMIS training an asset.

## HOW TO APPLY

Please submit your cover letter and résumé by **Monday, August 19, 2019** to Danielle Nakouz, Manager of Elm Housing Support Program at [elmhousingjobs@ywcatoronto.org](mailto:elmhousingjobs@ywcatoronto.org)

**Please quote JOB ID number ELM0229 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 not within the Bargaining Unit. For internal applicants, this position is not 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:** August 7, 2019