



The Neighborhood Group – St. Stephen's Community House

Internal Job Posting- New Job Posting

Job#:TNG2021-27

Urban Health and Homelessness Services promotes the health and well-being of individuals living with substance use and mental health issues, by challenging stigma, advocating for change and providing responsive community programming.

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| POSITION TITLE: Community Support Worker | STATUS: full-time, union |
| DEPARTMENT: Urban Health and Homelessness Services | # HRS / WEEK: 35 |
| REPORTS TO: Manager, Peer Program Development | Salary: Band 8 |
| POSTING DATE: Mar 2, 2021 | CLOSING DATE: Mar 9, 2021 |

POSITION SUMMARY:

TNG seeks a reliable, committed and experienced individual to bring the expertise of their lived experience of substance use, homelessness, and/or accessing mental health services to join a pilot community-based mobile crisis response team operating in Toronto Downtown East. This collaborative, multi-disciplinary, inter-agency team will provide immediate support for people in distress, outreach, and short-term follow-up support. The Community Support Worker will provide brief crisis counselling, information, guidance, and education to community members based on life and harm reduction expertise. Additionally, the CSW will support people who face barriers when accessing health and community services through mentorship, advocacy, and co-developing strategies for ongoing access to follow-up health and community care.

A. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work collaboratively to develop trust and build relationships with community members
 - Support individuals in distress to mediate and mitigate potential crises, practice conflict resolution
 - Provide brief and informal crisis counselling, co-create safety plans
 - Collaborate with community members to identify needs regarding services and resources and provide appropriate referrals and advocacy
 - Support community members in developing skills and goals around accessing resources and services
 - Support and assist case managers to support community members to access services as required
 - Support and assist harm reduction workers as required to train community members in overdose prevention and response including using Naloxone, distribution of harm reduction supplies, and education on safer drug using strategies
 - Deliver trainings as required
 - Evening and weekend work required
- Work as part of a multi-disciplinary, inter-agency team including team meetings and trainings

B. ORGANIZATIONAL RESPONSIBILITIES:

- Prepare for and actively participate in supervision meetings with the supervisor
- Work as part of a team and communicate regularly to TNG team members and supervisor
- Respect guidelines, protocols, and policies as required by TNG policies including anti-discrimination and anti-harassment policies
- Attends meetings and other TNG activities as assigned
- Cooperates with health and safety instructions
- Maintain confidentiality and seek to minimize risk
- Maintain strict COVID protocols, including donning PPE and sanitization

QUALIFICATIONS:

- Expertise through lived experience of substance use, homelessness, sex work
- Personal experience of, and an awareness of, health care and mental health care systems an asset
- Minimum two year postsecondary education in a relevant field and two years experience with marginalized populations including people who use substances and people who are homeless, OR an equivalent combination of education and experience/employment and life experience
- The ability and willingness to support community members in distress
- Strong skills in crisis prevention, de-escalation, and conflict resolution
- Completion of harm reduction training or volunteer program an asset
- Demonstrated experience with and commitment to harm reduction practices
- Commitment to anti-racism and anti-oppressive practices
- Strong familiarity and commitment to trauma-informed care
- Excellent knowledge of available services and resources in downtown Toronto
- Familiarity with Downtown Toronto East communities
- Ability to build trust with people who are street-involved, use substances, and/or do sex work
- Excellent communication skills and strong active listening skills
- Self-directed, organized, and demonstrated ability to work as a supportive team member
- Basic computer skills
- Respects and values the diversity of communities and individuals
- The ability to speak a language other than English is an asset
- A current police record check is required for this position. A positive police record check will not necessarily disqualify a candidate from being hired

To apply, submit your resume and cover letter with “TNG2021-27” in the subject line of your email to

Steph Massey, Manager Peer Program Development

steph.massey@sschto.ca

Phone: 416-839-7334

TNG / St. Stephen’s Community House is dedicated to achieving a workforce that is reflective of the communities we serve.

TNG / St. Stephen’s Community House is committed to diversity, equity and accessibility in accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources Administrator (hadministrator@sschto.ca) will make every reasonable effort to accommodate the needs of applicants requesting accommodation at any stage of hiring process.

