

Job Posting

Job Title:	Relief Shelter Worker	Status:	Up to 40 hours/wk (depending on rotation) Evenings, Weekends, Overnights
Department:	Housing Department	Union:	Included (CUPE)
Salary Rate:	\$18.10/hr plus 4% vacation pay		
Posting Date:	July 27, 2017	Posting Close:	August 11, 2017

Dixon Hall Neighbourhood Services is a multi-service agency located in the heart of east downtown Toronto. For 87 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Dixon Hall's Housing Services Department has been providing shelter services for the homeless and vulnerably housed in the City of Toronto for more than two decades. We respond to the immediate housing needs of those who require our services and we also work with individuals to assist them in improving their overall quality of life. Dixon Hall Neighbourhood Services is currently seeking Relief Shelter Workers.

RESPONSIBILITIES:

- As part of a team, be responsible for the day to day operation of the facility
- Work collaboratively with the shelter and housing team, other Dixon Hall staff, departments and volunteers
- Directly responsible for the care of the residents on a day to day basis
- Ensure a safe and responsible environment and encourage residents' input
- Able to properly complete intakes/discharges
- Establish empathetic rapport with residents
- Ensure adherence to the organization's mission, vision, policies and practices
- Adhere to Toronto Shelter Standards, Municipal Fire safety, Board of Health guidelines and Hostel guidelines in the operation of the program
- Implement the shelter policies and procedures and residency agreements in a spirit of fairness, and respect
- Supporting residents in attaining their goals, advocacy, researching and making appropriate referrals
- Work as a resource for residents, particularly around housing issues, support and advocacy
- Participate in on-going team building, ensuring peer accountability, strong communications and support
- Use intervention and mediation skills to defuse potential conflicts
- Perform light housekeeping and maintenance tasks to ensure a clean work environment
- Undertake other tasks and responsibilities as assigned within the purview of the job description

QUALIFICATIONS:

- Community Worker or Social Services Worker Diploma
- Minimum 2 years relevant experience in providing support to homeless and/or marginally housed, and mental health, addiction or abuse issues.
- Valid certificates in Standard First Aid and CPR, Hostel Standards, CPI, Case Management, Anti-racism/Anti-oppression, Documentation (Note Taking) Skills, WHMIS
- A satisfactory Vulnerable Sector Criminal Records Check is required
- Crisis Management and prevention skills
- Demonstrated awareness and knowledge of issues impacting homeless individuals
- Understanding and appreciation for issues of inclusion and diversity
- Demonstrated commitment to principles of anti-racism, anti-sexism and to challenging other forms of oppression
- Demonstrated experience working within a diverse ethno-racial, multi-lingual, adult community setting

- Good communication skills (both written and verbal in English, other languages an asset), computer literacy.
- Ability to work effectively as part of a team and interact with other agency providers
- Ability to take responsibility for and work through difficult personal reactions
- Commitment to the care of clients in crisis.
- Related training and/or experience working with disadvantaged, homeless or marginally housed
- Knowledge of issues affecting this population and knowledge of emergency and social services
- Ability to handle emergency situations; conflict resolution and harm reduction skills required
- Strong interpersonal skills and commitment to teamwork approach

To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org before **August 11, 2017 at 4 p.m.** quoting File #17-HHS-02 in the email "Subject" line.

Internal Applicants please mark "internal" on envelope and/or put same in the subject line if applying by email.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.