

Job Posting: INTERNAL ONLY

Job Title:	Shelter Worker	Status:	Full-time, 3-month contract
Department:	Housing Services	Union:	Included (CUPE)
Salary:	Start rate: \$22.42 Job rate: \$23.29	File #	#18-HHS- 35
Posting Date:	Dec 20, 2018	Posting Close	January 9, 2018

Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 89 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 Neighbourhood Services (DHNS) Housing Services is currently welcoming applications from Internal Application for the position of Shelter Worker. We are looking for one caring and enthusiastic individual to join our team and become part of a progressive non-profit organization. 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.

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.
- Ability to handle emergency situations; conflict resolution and harm reduction skills required.
- 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 and experience working within a diverse ethno-racial, multi-lingual, adult community setting.
- Good communication skills (both written and verbal in English, fluency in additional languages will be considered 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 emergency and social services.
- 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 **January 9, 2018 at 4:00pm** quoting File #18-HHS-35 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.