

Job Posting

Job Title:	Shelter Worker	Status:	Permanent, Full-time
Department:	Housing Services	Union:	Included (CUPE Local 2497)
Start Rate:	\$22.76/hr; Level 2	File No.:	19-HS-19
Positions Available:	4		
Posting Date:	September 9, 2020	Posting Close:	September 25, 2020

Dixon Hall Neighbourhood Services is a multi-service agency located in the heart of east downtown Toronto. For 90 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 is currently accepting applications from qualified applicants for the position of full-time Shelter Worker. Reporting to the Shelter Manager, the Shelter Worker responds to the immediate housing needs of those who require Dixon Hall services and works with individuals to assist them in improving their overall quality of life.

Responsibilities:

- Respond to the needs of residents using the facility
- Participate in the client intake process in the Shelter(s)
- Maintain appropriate information for funder reports as necessary
- Maintain client files
- Work collaboratively with shelter and housing team, other Dixon Hall staff and departments and volunteers
- Ensure a safe and responsible environment and encourage residents' input
- Participate in the planning and delivery of programs and activities to address the health, employment, housing and social and recreational needs of residents
- Work as a resource for residents, particularly around housing issues, support and advocacy
- Use intervention and mediation skills to defuse potential conflicts
- Perform light housekeeping and maintenance tasks to ensure a clean work environment
- Ensure all record keeping is up-to-date, review all incidents and log reports on each shift.

Qualifications:

- Community Worker or Social Services Worker Diploma or equivalent experience.
- Minimum 2 years relevant experience in providing support to homeless and /or marginally housed, and mental health, addiction or abuse issues.
- Demonstrated awareness and knowledge of issues impacting homeless individuals.
- Understanding of and appreciation for inclusion and diversity issues.
- 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.
- Strong English language communication skills (both written and verbal); fluency in additional languages relevant to the populations served will be considered an asset.
- Computer literacy.



- Knowledge of issues affecting this population and knowledge of emergency and social services.
- Demonstrated ability to manage emergency situations (conflict resolution and harm reduction skills required).
- Valid certificates in Standard First Aid and CPR required; Hostel Standards, CPI, Case Management, Anti-racism/Anti-oppression, Documentation (Note Taking) Skills, WHIMS training will be considered an asset.
- Must be qualified to work in Canada.
- A satisfactory Vulnerable Sector Criminal Records Check is required.
- Must be available to work all scheduled shifts.

To apply, please email your resume and cover letter as a single Word or PDF document to hr@dixonhall.org by **Friday, September 25, 2020 at 4:30 p.m.** quoting **File #19-HS-19** in the email "Subject" line.

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.