

Job Posting

Job Title:	Shelter Worker	Status:	Full-time, contract
Department:	Housing Services (Hotel Program)	Union:	Included (CUPE)
Salary:	Level 2 Start rate: \$22.76/hr.	File #	#21-HHS-01
Posting Date:	January 11, 2021	Posting Close	February 01, 2021

Dixon Hall Neighbourhood Services is 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 Neighbourhood Services (DHNS) Housing Services is currently welcoming applications from qualified candidates for the position of Shelter Worker. We are looking for caring and enthusiastic individuals 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.
- Directly responsible for the day to day care of the residents.
- Provide a safe and trustworthy environment and encourage residents' input.
- Complete intakes/discharges.
- Establish empathetic rapport with residents.
- Ensure adherence to the organization's mission, vision, policies and practices and to the Toronto Shelter Standards, Municipal Fire safety, Board of Health, 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.
- Support residents' efforts to attain their goals through advocacy, research, and 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.

QUALIFICATIONS

- Community Worker or Social Services Worker Diploma.
- Minimum 2 years relevant experience 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.
- Strong written and verbal English language skills; fluency in other languages will be considered an asset.
- Effective communication skills; computer literacy.
- SMIS knowledge will be considered an asset.
- Ability to take responsibility for and work through difficult personal reactions.
- 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 by **February 01, 2021 at 4:30pm** quoting File #21-HHS-01 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.