

### Job Posting

<b>Job Title:</b>	Shelter Worker	<b>Status:</b>	Long-term Contract (6 Months)
<b>Department:</b>	Housing Services Strathcona Hotel	<b>Union:</b>	Included (CUPE)
<b>Salary:</b>	Level 2 \$23.44/hr	<b>File #:</b>	#22-HHS-54
<b>Posting Date:</b>	September 22, 2022	<b>Posting Close:</b>	October 6, 2022

**Dixon Hall Neighbourhood Services (DHNS)** is a multi-service agency located in the heart of east downtown Toronto committed to realizing the vision of a city where everyone thrives. Since 1929, 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. We create lasting solutions to end poverty, social injustices, and isolation in Toronto. We value respect, diversity, integrity, care, compassion, and accountability.

Reporting to the Shelter Manager, the Shelter Worker responds to the needs of clients of the Agency's shelters and works with them on an individual basis to assist them in improving their overall quality of life.

### **RESPONSIBILITIES**

- Responsible for the day-to-day operations 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 communication 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.
- 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
- Must be qualified to work in Canada legally for the employer.
- Able to provide a Vulnerable Sector Screening check with a “Clear” or satisfactory result that meets the operational requirements of the agency.
- **MUST** be fully vaccinated (two [2] doses) against COVID-19 with a vaccine that has been approved for use in Canada.

To apply, please email your resume and cover letter as a single Word or pdf document to [hr@dixonhall.org](mailto:hr@dixonhall.org) by **October 6, 2022 at 4:30 PM** quoting File #22-HHS-54 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.