

JOB TITLE:	Winter Emergency Response Support Worker
REPORTS TO:	Drop-In Manager / Drop-In & WER Liaison
HOURLY WAGE:	\$16-\$19 per hour
HOURS:	Between the hours of 8AM and 8PM, 7 days a week. Relief shifts are available

JOB BACKGROUND:

From November 1 to April 30, Boyle Street Community Services' Drop-In is open for extended hours to serve the needs of people who have no other place to go.

JOB PURPOSE:

The purpose of the Winter Emergency Response is to provide:

- Members with a safe, peaceful, welcoming community-gathering place where activities, creativity and positive relationships are fostered
- Members with access to information, support and referrals to services within Boyle Street Community Services and external agencies
- Drop-In community members with access to emergency resources and engage agency staff to enhance stability

KEY AREAS OF RESPONSIBILITIES:

- Identify and address immediate needs
- Offer access to information, support and referrals to services within Boyle Street and external agencies
- Develop relationships with community members, identifying strengths and working in a respectful way with a community that has faced trauma and social exclusion
- Create a welcoming environment that offers food, meaningful programming and cultural activities that facilitate wellbeing and support
- De-escalate tense inter-personal and group situations
- Record required data and complete daily activity logs
- Maintain a healthy environment by performing a variety of cleaning and housekeeping duties as required: sweeping and mopping floors, cleaning/clearing tables, washing dishes, etc.
- Monitor washrooms and hallways
- Engage and support volunteers in the daily operations of the Drop-In

QUALIFICATIONS:

Skills, Abilities and Attitudes:

- Understands the challenges and stresses facing people who live in poverty
- Experience working with Aboriginal peoples and individuals from diverse cultures
- Treat people with respect and in a sensitive manner
- Possessing Harm Reduction principles is a must
- Knows how to problem-solve with people who face emotional and psychological challenges
- Able to handle multiple demands at the same time; exceptionally well organized
- Can de-escalate tense inter-personal and group situations
- Listens well, has a calm demeanor and knows how to solve practical problems.
- Experience organizing group recreational activities
- Comfortable completing shift reports and doing some data entry
- Should be available for early morning, evening and weekend work
- Physically fit
- Possess robust mental health and a commitment to self-care
- **Criminal and Child and Youth Information system checks *must* be completed by the successful applicant prior to work commencement**

Related Experience:

- Current First Aid Certification
- Suicide intervention Certificate would be an asset
- Social Work or related education

Boyle Street Community Services values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and LGBTTQIA communities.

To Apply:

Please email your resume and cover letter to: hr@careersforcommunity.ca. Please include WER Support Worker in the Subject Line of the email. Please state in your cover letter how you heard about the position.

Closing Date: Until Suitable Candidates are Found.