

Job title: Resource Worker

Reports to: Senior Manager, Programs & Services

Category: Contract until March 31, 2022, Full-Time

Start Date: Immediately

Hours & Compensation: 35 hours/week, \$30.40/hour

OPSEU Bargaining Unit: No

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## About Us and Summary of the Role

### Mission

North York Women's Shelter actively supports the rights of women and children to build lives free of violence by providing non-judgmental safe shelter, advocacy, and a range of programs & services including 24-hour crisis support.

### Vision

Our vision is to create a community characterized by gender equality where women and their children feel empowered and safe, and all services are provided according to the NYWS's Trauma-Informed Key Principles.

### Purpose

The Resource Worker is responsible to provide support to support including safety assessment, outreach, information, referral and advocacy and daily personal needs to residents of the shelter. Integral to this role is an understanding of trauma-informed, sex positive, harm reduction, anti-racist/anti-oppression principles and frameworks, including an articulation of how these principles factor into clinical practice.

## Accountabilities and Responsibilities:

- Utilize a trauma-informed approach to assessing and determining appropriate service needs of client including but not limited to, shelter accommodation and other community-based support referrals.
- Provide information on community supports and referrals to clients including, but not limited to, legal support, employment & education opportunities, social assistance, health services and counselling referrals.
- Supports clients in achieving housing goals, through THC or other housing opportunities;
- Supports women with children to enroll them in local schools/daycare and apply for subsidies.
- Assess risk and safety for new clients and report risk to management and collaborate with the team to implement a safety plan
- Collaborate with treatment team members and participate in regular Case Management meetings to discuss and plan for effective support of residents
- Support NYWS in remaining current and active in harm reduction policy development and community advocacy
- Uphold confidentiality of all clients and residents in accordance with organizational policies and subject to legal requirements.
- Adhere to NYWS policies and procedures
- Takes personal responsibility to increase sensitivity, awareness and work-related activities related to Trauma-Informed Practice - Key Principles
- Works respectfully and maintains confidentiality with clients, co-workers, and the organization
- Attend and participate in additional team building, training, in-services, and community outreach projects as required
- Act as a backup for the Welcome Desk
- Represent residents to people and organizations that can remedy the situation- child welfare agencies, social tribunals. Ontario Disability Support Program, Ontario Works
- Provide transitional support to NYWS residents and former residents
- Liaise with other community agencies to provide resources to former residents

- Work with management to facilitate residents Safety transfer
- Help the Trauma Counselling department with programming as needed
- Conduct COVID testing as required
- Perform related duties as assigned by Senior Manager Programs and Shelter Services

## Key Performance Indicators

### Continuous Improvement/Training (PD participation)

- Training and Capacity building Initiatives (Attain and Maintain necessary certifications/qualifications i.e., Participate in minimum of 4 online learnings/Trainings Annually)
- Adhere to health and safety requirements (First Aid/CPR certificates must be always valid) and participate in refresher learnings
- Seek out trainings that increase own capacity to add value to the organization and apply it to improve teaching practices

### Operations and Client Satisfaction

- Ensure operational efficiency by ensuring covid protocols are adhered to
- Prompt escalation of issues to Operations and Client Service Manager (i.e., not less than 3hours)
- Prompt resolution of client issues as required
- Prompt response/delivery of client's personal needs as requested

### Team collaboration

- Build positive relationships with colleagues/team members/parents
- Ensure Knowledge sharing and collaboration
- Conduct Weekly Meetings with residents as needed
- Identify and share trends, topics and resources that will increase the relevance and value of our service deliver and seize opportunities to grow knowledge

### Administration and Commitment to Trauma-Informed Principles

- Identify resources that maintain or improve general department/organization standards and practices
- Maintaining communication that is consistent, open, respectful, and compassionate i.e. prompt communication/updates between weekday and weekend staff

### Alignment with Mission, Vision, Values

- Exceptional stakeholder service: Deliver a high-quality service experience across all interactions by being always connected and responsive to clients, colleagues, etc. (Not less than 24 hours)
- Drive quality assurance and commitment across the organization.

## Functional Competencies, Skills, and Experience

- Post-secondary education in a related field, such as, Social Work, Gender and Women Studies, Sociology, Social Justice, Assaulted Women's and Children's Program or the equivalent education and extensive experience.
- Minimum 3 year of experience working with women and children who have experienced harassment, sexual abuse and/or domestic violence.
- Preference will be given to candidates with experience and training in Trauma-Informed care, mental health recovery, harm reduction and substance use and are able to work with cultural competence.
- Preference will be given to candidates who represent the population served by NYWS.

- Current CPR and First Aid certificates.
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks.
- Demonstrated written / oral communication skills
- Ability to work well under pressure and in crisis situations
- Demonstrated organization and planning skills
- High degree of confidentiality and discretion.
- Able to successfully work from an anti-racist/anti-oppression and trauma-informed practice framework.
- Experience in crisis support and the ability to mediate conflict using restorative justice and non-violent communication.
- Ability to work independently as well as part of a strong dynamic team
- Takes initiative to follow-up with clients and promote a positive, healthy environment for clients
- Ability to work collaboratively in a per-friendly environment
- Computer literate, including high proficiency in Microsoft Office programs i.e., Word and Excel

### Physical Requirements

- Ability to wear Personal Protective Equipment and adhere to COVID-19 infection prevention principles
- Able to lift up to and including 30lbs. Walking, standing, bending, stooping, reaching, twisting, lifting, pushing, pulling, and moving items is occasionally required.
- Exposure to illnesses such as cold and influenza on a weekly basis
- Exposed to loud sounds and high noise levels on a weekly basis.
- Exposure to external threats (abusive partners)
- As employees of an organization committed to harm-reduction, exposure to women who may be under the influence of substances including, but not limited to cannabis.
- Exposure to pets on a regular basis
- Must always be able to function effectively and accountably with women, children, and adolescents who may have mental or behavioural challenges. The staff must be able to demonstrate appropriate daily behaviour, express appropriate emotions. Hostility, aggression and unnecessary or inappropriate physical actions as well as inappropriate emotional expression are not acceptable.
- Must be flexible to work evenings and at least one day of the weekend as required.

### Application

Email resumé and cover letter to [careers@nyws.ca](mailto:careers@nyws.ca) with subject 'RW 2021' by 5:00pm on **November 5, 2021**.

*In accordance with our feminist, anti-racist and anti-oppressive framework, NYWS is committed to the development of an organization that reflects the communities that we serve.*

*We actively encourage applications from members of groups with historical and/or current barriers to equity.*

Position vacant until filled.

Potential candidates will be contacted. We respectfully ask no phone calls, and any made will not be returned.