



NATIONAL ADVOCACY
COMMUNITY ACTION.



YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women and gender diverse people escape violence, move out of poverty and access safe, affordable housing.

We work tenaciously to break down barriers that hold women and gender diverse people back from achieving equality.

Internal and External Job Posting
Relief Community Support Worker (5 Positions Available)
Church Street-Housing Support Program
JOB ID: CHUR955

Employment Type:	Relief
Work Hours:	Varied as needed
Salary:	\$25.77 per hour (L4)
Location:	389 Church St, Toronto, ON M5B 2E5
Application Deadline:	Monday, October 2, 2023

JOIN OUR TEAM

YWCA Toronto strives to uphold anti-discrimination practices and anti-oppression principles to ensure that the rights of all individuals are respected and protected. We work to promote a climate that is welcoming of all women and individuals who identify as Trans, intersex, non-binary, agender, and/or Two-Spirit. We encourage applications from women and gender diverse people from all races, ethnic origins, religions, abilities and sexual orientations.

The Relief Community Support Worker is responsible for working in collaboration with tenants to implement community development initiatives, with the goal of creating a dynamic and inclusive community, engagement with broader community, and effective strategies to meet the emotional, practical and social support needs of the tenant community.

ABOUT YWCA TORONTO – HOUSING SUPPORT PROGRAM

YWCA Toronto Housing Support Program offers a range of housing options for women and gender diverse people, women led and gender diverse people led households, including permanent and supportive housing at a variety of YWCA owned and operated locations. Individual and group support assists tenants to identify and build the skills required to address the barriers they experience in their lives and to maintain their housing. Barriers tenants and their children experience include mental health and/ or addictions, poverty and experiences of violence. Supports are intended to assist women to build the skills required to participate in their community both inside and outside of the building and if they are able and ready, to move to housing without supports.

KEY RESPONSIBILITIES

- Assists tenants to assume and maintain their tenancy obligations;
- Provides crisis prevention, intervention and counseling for participants to respond to crisis in ways that support individual and community well-being;
- Models and coaches tenants to use conflict resolution and mediation skills to support positive relations between tenants;
- Assists tenants to problem solve and access relevant community supports;
- Engages with the staff team in reflective practice to ensure the development and implementation of quality programs and services;
- Participates in creating a collaborative and dynamic team environment;

- Ensures accurate, timely documentation of program and tenant support initiatives,

QUALIFICATIONS

- General knowledge of an academic or technical discipline normally acquired through the completion of an undergraduate degree (example: Community Worker) **(Cases for Equivalency will be considered);**
- Over 3 years through 5 years' experience working in a supportive housing setting in a direct service setting with children, youth and adults who experience impacts of poverty, homelessness/ under-housing, violence/trauma, mental health/addictions/ or concurrent disorders;
- Demonstrated experience in cultivating leadership within groups Supportive counseling and group-work approach that is flexible client-centered and strengths-based;
- Life Skills certificate an asset;
- Arts based and social media skills an asset;
- Working knowledge of the Residential Tenancies Act, Housing Services Act and Ontario Human Rights Code;
- Excellent crisis intervention and conflict mediation skills, with ability to remain calm in crisis;
- Proven experience working independently, developing and facilitating groups;
- Ability to deliver culturally sensitive services;
- Very good knowledge and understanding of community resources;
- Familiarity with Windows and Excel programs;
- Excellent oral and written communication;
- Ability to work within an anti-oppression and feminist framework;
- Knowledge of a second language or culture an asset;
- Valid driver's license and access to a vehicle is an asset.

Vaccination Policy: In accordance with YWCA Toronto's COVID-19 Vaccination Policy, all YWCA Toronto employees, students and volunteers are strongly encouraged to obtain all COVID-19 vaccinations and booster doses as recommended by Toronto Public Health.

HOW TO APPLY

Please submit your cover letter and résumé to Tammy Hutcheson, Associate Manager Church Street, Housing Support Program at ChurchHousingJobs@ywcatoronto.org. **Please quote JOB ID number CHUR955 and your name in the subject line.**

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. These positions are not within the Bargaining Unit. **Please indicate on your cover letter and your email subject line if you are an employee of YWCA Toronto.**

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women and gender diverse people of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace.

Posting Date: September 19, 2023