



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 Shelter Support Worker (5 Positions Available)**  
**YWCA Davenport**  
**JOB ID: DAV960**

<b>Employment Type:</b>	Relief
<b>Work Hours:</b>	Varied as needed
<b>Salary:</b>	\$27.10 per hour (L5)
<b>Location:</b>	348 Davenport Road, Toronto, Ontario, M5K 1K6
<b>Application Deadline:</b>	Monday, October 9, 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 Shelter Support Worker works within a collaborative team to provide meaningful and relevant services within a theoretical feminist framework that includes a working knowledge of the dynamics and effects of trauma and oppression. They act as a resource to staff and clients and is responsible for providing a full range of services which includes crisis counselling, case management and the development, implementation and evaluation of workshops. The position shares in the responsibility of the overall health and safety of the building and will work in an open shelter/work environment without a dedicated office space.

#### ABOUT YWCA TORONTO – YWCA DAVENPORT

YWCA Davenport provides up to 80 emergency shelter beds to young women and gender-diverse people (16 – 24 years of age) and adult women and gender-diverse people (25 and older) and is staffed 24 hours a day. This pet friendly shelter is funded by the City of Toronto and adheres to Toronto Shelter Standards.

#### KEY RESPONSIBILITIES

- Applies knowledge of the issues of trauma and the dynamics of abuse and homelessness to develop and implement effective support strategies
- Uses mediation and counselling skills to maintain a co-operative, supportive and productive shelter environment
- Negotiates supportive and flexible strategies to assist residents with mental health issues to access the support within the shelter and in the community and uses a harm reduction lens and supports participants to incorporate safe use strategies.
- Provides informal support to residents and assists in problem solving when necessary
- Provides supportive information to clients regarding their housing options
- Advocates with landlords and housing providers on behalf of client
- Any other duties as required

## QUALIFICATIONS

- In-depth knowledge of an academic discipline normally acquired through completion of a supervised undergraduate degree (e.g. BSW) **(Cases for Equivalency will be considered)**
- An analytical framework that identifies clients' relation to social systems and the demonstrated practical application of this framework
- Completion of workshops and courses pertaining to mental illness, trauma, harm reduction, crisis de-escalation and anti-oppressive practice
- 1 to 3 years' experience in counselling and group work focused on clients at risk and/or homeless women
- Completion of Toronto Hostel's Training Certificate (T.H.T.C.) or equivalent
- Demonstrated knowledge of harm reduction principles and practice
- Demonstrated knowledge of community resources and supports focused on mental health and group support
- In-depth knowledge of the dynamics of woman abuse and trauma within an anti-oppression framework
- Demonstrated experience in the development, delivery and evaluation of workshops and groups
- Experience delivering culturally sensitive services in a multicultural environment
- Excellent communication and interpersonal skills
- Proficiency in Microsoft Word, e-mail and the Internet
- Knowledge and understanding of mental health, substance use/addictions, advocacy, refugee and Immigration issues and homelessness
- Life Skills Certificate an asset
- Knowledge of a second language and/or culture would be 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:** Melissa Furlano, Associate Manager of YWCA Davenport at [davenportjobs@ywcatoronto.org](mailto:davenportjobs@ywcatoronto.org). **Please quote JOB ID number DAV960 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 email subject line if you are a YWCA Toronto Employee.**

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 26, 2023