

### Women's Housing Support Worker

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

The **Women's Empowerment Program** is seeking a staff member who can provide assistance to women and gender-diverse people experiencing violence through the development of transitional plans which access community supports to enable the client to achieve independence and stability.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, people with disabilities, women and people of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

**As a member of the program team with extensive community contacts you will be required to:**

- Embody anti-racist, anti-oppressive, equity-seeking practice in all aspects of work, including with participants, community members, volunteers, neighbours, West NH staff, stakeholders, networks, and others;
- Assess the needs of women and gender-diverse people who have experienced assault or abuse and assist them in developing a safety plan and a long-term transitional plan;
- Manage individual client cases and follow-up on issues, provide referral to other services re: housing, counselling, parental support, educational upgrading, job training, income support and legal aid;
- Work collaboratively and co-ordinate client assistance efforts with agency partners;
- Develop and maintain contact with a network of community support professional and service providers;
- Advocate on behalf of the client in the social services, welfare, immigration, medical and legal systems, provide translations or interpretations of information;
- Assist with the ongoing evaluation, development and maintenance of all aspects of the program, including evaluating the needs and services required for the catchment area;
- Maintain case notes and statistics, centralized files and electronic database records, assist with written reports;
- Participate in community based networks, education and advocacy initiatives related to issues on gender-based violence;

## Internal Job Posting

- Contribute to the life of the staff team through active participation in team meetings, staff development, debriefings, program and other House-wide events.

### Qualifications:

- extensive knowledge of the issues related to gender-based violence and of the conditions which contribute to abuse and assault of women and gender-diverse people as acquired through appropriate education (BSW or equivalent), training and/or experience in working with survivors of gender-based violence;
- Current membership in the College of Social Workers and Social Service Workers required or equivalent combination of education and experience;
- Minimum 2 years experience working in the social service field;
- Excellent knowledge of the range of services and shelters available to clients in the central-west Toronto area;
- Experience in working with, or a good understanding of the issues relevant to diverse communities;
- Demonstrable skill in client assessment, crisis management, planning, co-ordination and advocacy in highly sensitive and/or volatile situations;
- Excellent interpersonal and cross-communication skills;
- Computer literacy, with database and word processing software, with an ability to produce concise statistical/narrative reports;
- Demonstrated experience working in a multi-disciplinary team, as well as independently;
- Proven commitment to and understanding of anti-racism and anti-oppression and trauma informed practice;
- Experience in crisis intervention and conflict resolution;
- Ability to work some evening and weekend hours as required;
- Fluency in a second language is an asset.

<b>Status:</b>	Full Time Permanent (CUPE Local 3393 Bargaining Unit Position)
<b>Start Date:</b>	As soon as possible
<b>Hours:</b>	28 hours (4-5 days/week, including Saturdays and evenings on a rotating basis)
<b>Rate:</b>	\$26.95 per hour (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
<b>Unit:</b>	Older Adult Centre
<b>Immediate Supervisor:</b>	Manager, Case Management
<b>Interview:</b>	To be conducted in person
<b>Posting Date:</b>	October 30, 2024
<b>Closing Date:</b>	November 6, 2024

**Please send your resume and cover letter clearly indicating “Women’s Housing Support Worker” by 5:00 pm on the closing date to:**

Manager, Case Management  
[jessicali@westnh.org](mailto:jessicali@westnh.org)