



Intake Support Worker - Permanent Position

Job Posting

HOPE House

HOPE House provides tangible, compassionate assistance and care to those in the Guelph community through immediate relief and ongoing support. Our goal is to foster a greater level of independence by delivering front-line services and support that allow our community members to maintain their dignity and choice. This is accomplished through a diverse range of programs and services including a choice-based, a bucks-based Food and Clothing Market, the HOPE Stylin' Haircuts, Healthy Living Programs, the Guelph Community Backpack Project, a Café, a HOPE for the Holidays program and other programs to all Guelph residents (including children) living in poverty.

Position Overview

Reporting to the Programs Director, the Intake Support Worker uses their knowledge of social work theory and community resources to assist with the day to day implementation of support programming at HOPE House. The Intake Support Worker plays a significant role in this program; ensuring community members are connected to resources and have knowledge of HOPE House programs. The Intake Support Worker also plays a vital role facilitating and supervising the ongoing support partnerships to deliver healthy living programming. These partnerships currently include tax services, counselling and horticultural therapy. They work collaboratively with volunteers and other staff.

Duties and responsibilities

New Community Member Intake

- Conduct all intakes and complete all necessary registration forms
- Obtain first round of food and clothing for household
- Provide support and information as needed by clients on HOPE House programs and services
- Clearly explain program policies and procedures as applicable to clients
- Maintain client confidentiality
- Ensure all client documentation (e.g. intake forms, external referral forms, program related data collection) is recorded in a timely and accurate manner
- Accurately input client data into database (SoxBox)
- Ensure that client database remains accurate and up to date
- Knowledge and skills in applying harm-reduction principles, providing support from an anti-racist, anti-oppression framework and providing trauma-informed support

Healthy Living Program Partnerships

- Identify and support the forming of new healthy living program partnerships that meet the needs of a diverse population and incorporate the dimensions of wellness (relational, physical, financial, emotional and spiritual)
- Develop a monthly calendar of ongoing support programs/activities for HOPE House
- Supervise and ensure that all ongoing support activities, programs and services are delivered in a safe and dignified manner

- Report and discuss healthy living program partnerships with supervisor for approval
- Coordinate with the facility manager the use of the necessary space and equipment as required
- Provide on-site surveys and program feedback to your supervisor as required
- Occasionally develop and deliver healthy living programs that meets the needs of clients

Healthy and Safety

- Maintain an appropriate Standard First Aid, CPR and Naloxone certifications
- Demonstrate due diligence in ensuring the overall safety of the clients, staff and volunteers and to observe all Occupational Health and Safety legislation in the workplace and notifies any concerns to your supervisor
- Observe, record and ensure cleanliness and condition of the facility through daily inspection of the facility, security checks and room check where required
- Understand how to implement the emergency fire and evacuation procedures

Other duties

- Complete administrative tasks, e.g. expense claims, credit card reconciliations, reports to supervisor, etc.
- Attend staff training and meetings and provide appropriate and constructive input
- Maintain program expenditures within budgeted parameters
- Participate in fundraising events as required
- Other duties as assigned

Compensation

- This position is a permanent 35 hour per week position
- Hours are dependent on programming needs but usually Monday to Wednesday between 8:30 am and 4:00 pm, Thursday 8:30 am until 6:30 pm, Friday 9 am to noon
- Salary range of \$33,000 to \$38,000 per year plus benefits (health and RRSP)

Qualifications and Requirements

- A valid vulnerable sector criminal record check will be required by the successful candidate
- Current Standard First Aid, CPR and Naloxone from an accredited organization
- 1-3 years related experience in a community centre, non-profit or social service agency
- Demonstrated caring and compassionate attitude while working with vulnerable populations
- Ability to make decisions that respect client choices
- Ability to mediate and assess risk
- Experience working with volunteers
- Experience working in a non-profit is an asset
- Demonstrated experience and expertise working with marginalized individuals and groups
- Exceptional relationship building skills, supportive listening and crisis intervention skills
- Skilled in strengths based and anti-oppressive practice
- Knowledge of trauma informed practice
- Passionate about issues of poverty in our community
- Strong knowledge of community resources for low income populations
- Ability to establish and build healthy working relationships and partnerships with stakeholders

- Ability to work collaboratively in a team environment and independently when required
- Able to maintain strong boundaries with clients
- Strong organization and administrative skills
- Strong commitment to the Mission Statement and values and beliefs of HOPE House
- Able to work in a fast-paced environment with frequent interruptions
- Having completed Non-Violent Crisis Intervention training, Mental Health First Aid training and Bridges Out of Poverty training considered an asset

Resumes will be accepted until Wednesday January 20, 2021

Please send to Gillian Cornell at programs@hopehouseguelph.ca