



Ongoing Support Worker – Permanent Full-time 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 Ongoing Support Worker uses their knowledge of social work theory and community resources to assist with the day to day support of clients at HOPE House. The Ongoing Support Worker plays a significant role in ensuring that HOPE House is a welcoming space that assists clients in accessing poverty relief services and resources. They have extensive knowledge of social service and other organizations that provide formal and informal support to low income populations. The Ongoing Support Worker also supports clients in advocating for themselves to gain access to resources they need.

Duties and responsibilities

Ongoing Support

- Supervise café including working with volunteers to provide a welcoming atmosphere including drinks and occasionally light snacks
- Make sure newcomers know what is available
- Develop and maintain extensive knowledge and relationships with social service agencies and other organizations that provide formal and informal supports to the client population accessing HOPE House services
- Participate in social service meetings to stay informed on the social service priorities and opportunities to collaborate
- Assist clients in bridging/navigating social service systems, including income supports (Ontario Disability Support Program, Ontario Works, etc.) medical, behavioural, vocational, educational, housing, and other supports as needed
- Knowledge and skills in applying harm-reduction principles, providing support from an anti-racist, anti-oppression framework and providing trauma-informed support
- Advocate for members of the vulnerable sector
- Provide appropriate crisis intervention and conflict resolution as required and uses community-based resources as necessary for additional support
- Response to needs of clients by providing access to emergency food and clothing
- Maintain client confidentiality

Healthy and Safety

- Maintain an appropriate Standard First Aid, CPR and Naloxone certifications
- Participate on the Health and Safety committee for HOPE House
- 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 all program documentation e.g. external referral forms, program related data collection
- 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

Direct reports

- Some supervision of volunteers and students required.

Working Conditions

- This position is a permanent position working 32 hours per week.
- Hours are dependent on programming needs but usually Monday to Wednesday between 9:00 am and 4:30 pm, and Thursday 9:00 am until 6:30 pm
- Salary range of \$31,600 to \$35,000 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 certifications from an accredited organization
- Social services designation preferred
- Minimum 3 years' experience in social services
- 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
- Able to maintain strong boundaries with clients
- Ability to establish and build healthy working relationships and partnerships with stakeholders
- Ability to work collaboratively in a team environment and independently when required
- 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 midnight Wednesday, January 20, 2021

Please send to Gillian Cornell at programs@hopehouseguelph.ca