

Drop In Support Worker

Part-time Permanent

16 to 20 hours per week

Start date: This post is designed to *develop a pool of qualified individuals to take positions as they become available. We will keep resumes of qualified individuals on file for 6 months.*



Shifts: 12:00 to 4:00 p.m.; 11:30 a.m. to 3:30 .m. Monday to Thursday; 1:30 to 5:30 p.m. Monday to Thursday; some Friday shifts. Seasonal shift change may occur with an earlier start time in summer.

Salary: \$ 21.26 per hour.

5 Step Salary Scale with annual performance based increases.

Annual COLA increases.

Generous Benefit package.

Reports to: Site Lead

About 1JustCity

1JustCity operates drop-in sites in three vulnerable Winnipeg neighborhoods: the West End, West Broadway, and Osborne Village. In the winter months, we also operate an Emergency Overnight Warming Shelter called Just a Warm Sleep.

We provide services to over 1200 unique individuals weekly and work with people living in poverty; experiencing homelessness or precarious housing, mental health issues and/or addiction, social isolation, oppression due to race or gender identity, and more.

Learn more: 1justcity.ca.

Job Purpose

The Drop In Support is an integral part of 1JustCity's programming and they work closely with all the staff and programs within the organization. The Drop-In Support assists in programs and drop-in activities as well as later afternoon programs.

Drop In Support provides support to community members and assists them in accessing 1JustCity services. The position focuses on registration of guests at the front door and greeting guests as they enter and leave. Site safety is priority and you may need to ask guests who are unable to keep themselves or others safe to leave. This is done in partnership with other staff and volunteers to ensure safety.

Drop In support facilitates daily programming such as Drumming, Movies and Bingo. Performance of daily clean-ups in the gathering/program area and entering program stats are an integral part of the role.

Responsibilities

- Intake/registration.
- Support the strategic direction of 1JustCity's vision and goals.
- Build relationships with guests on a non-judgmental and non-threatening basis.
- Learn guests by name so they may be greeted .
- Assist guests with needs and ensure they understand programs and supports available to them including connecting guests with programs at 1JustCity and to access the services and resources they need.
- Assist guests to get ID; a Health Card, sign up for Food Bank, etc.
- Respond to emergency situations, including those aggressive in nature.
- Complete incident reports, daily logs and other required documents, data and reports.
- Assess and document critical incidents while monitoring guest safety and ensuring medical attention is available when needed.
- Participate in safety training and ongoing safety planning.
- Register guests for programs and special events.
- Assist with tracking and putting away Harvest Manitoba, and assist with the distribution of Food Bank, and other donations.
- Maintain cleanliness of the program area which may include cleaning.
- Assist programs and services as needed including incoming donations and monitoring the donation room.
- Provide direct support to community members accessing 1JustCity's services.
- Provide professional compassionate feedback and address behavioral concerns with guests
- Respond to emergency situations that occur in the drop-in.
- Assist with all programming and drop-in services.
- Maintain statistical data including data entry and reporting if required.

Essential Skills and Experience

- Excellent advocacy skills.
- Demonstrated understanding of working with marginalized communities, including the ability to use an anti-oppression lens and awareness of the social impact on health, particularly with adults who are unhoused or housing insecure.
- Ability to work with individuals who experience mental health issues and/or abuse substances.
- Understanding of empowerment, harm reduction and trauma informed care philosophies is an asset.
- Professional and responsible with sensitive and confidential issues, creative problem solving.
- Excellent interpersonal skills and communication skills, both oral and written.
- Well organized with planning and coordination skills.

Education and Qualifications

- Post-secondary education in relevant social services or an equivalent relevant experience.
- HIFIS, OPRT, NVCI, ASIST, CPR First Aid, Mental Health First Aid an asset.
- Experience working collaboratively with community organizations and with vulnerable populations.
- Food Handler Certificate.

Requirements

- Experience in Google Workspace and general comfort with technology and ability to complete data entry.
- Criminal record check and child abuse registry is required due to the nature of the position.
- Driver's license and daily access to a vehicle.

Working Conditions

- This position is part time-time Monday to Thursday. Casual hours may be offered as they become available.
- Close contact environment setting with staff, volunteers and vulnerable community population.
- Fast paced environment with occasional high pressure or emergency situations.
- Possibility to encounter conflict, violence, illegal substances, sharps, human matter, and mental health crisis.
- Work is performed primarily in program areas at 1JustCity but may require using standard office equipment.
- Some physical work, including lifting, bending, climbing stairs, carrying up to 50 pounds.

1JustCity is an equal opportunity employer and we encourage individuals of minority, who are comfortable, to self-identify. We ask that all job applications please identify any accommodation requirements. Preference given to Indigenous candidates

Please submit a resume and cover letter to the attention of the Hiring Committee with the title of the position in the subject line. The cover letter should indicate how your experience meets the job requirements. Please include contact information (phone number and/or email address) in your application.

Please apply on ca.indeed.com or by email: jobpostings@1justcity.ca

We thank everyone for their interest, however only candidates selected for an interview will be contacted.