

## **EXTERNAL JOB POSTING**

**DATE OF POSTING: July 31, 2023**  
**REPORTS TO: SHELTER MANAGER**

**APPLICATION DEADLINE: SEPT 29, 2023**  
**DEPARTMENT: SHELTER & HOUSING**

### **RELIEF WORKERS**

Our on-call Relief Workers are the backbone of Sojourn House's 24/7 shelter operations for providing services to refugees, including single men, women, separated youth, and families. In this role, you will provide shift coverage and case management supports from an integrated anti-racism, access and equity framework to refugee clients on an as-needed basis for absent Settlement Counsellors, Weekend and Overnight Support Workers. In order to be successful as a Relief Worker, you are required to be available for all shifts including but not limited to overnights, weekends, days and statutory holidays to cover vacations, leaves, and business demands at both 24/7 locations in the downtown core.

In support of its commitment to a healthy, safe, workplace and community all staff must be fully vaccinated as per Agency Policy.

#### **Key Responsibilities include:**

- Information based Settlement Counselling – Provide accurate information related to the refugee determination process and related settlement counselling for any resident who might seek or require support
- Crisis Intervention and Counselling – Provide supportive counselling and crisis management related to various population issues
- Documentation - Accurately document case management follow-up on SMIS, incident reports, overnight communication/fire and maintenance logs
- Administration – Accurately complete all settlement related forms including but not limited to work permits and applications; any backup case management correspondence with settlement related professionals; shift exchange forms
- Communication – Accurately communicate information at shift change with incoming staff, clients, management and external stakeholders, verbally and written
- Ensure to maintain high standards of hygiene, safety and security in the facility – Assist clients to evacuate the building; conduct rounds of the building, including shelter floors and client units; room checks to ensure cleanliness and safety; ensure exits are clear
- Walk the Floor – Responsible for interacting with clients outside the office and on the floor (i.e. TV Room, Dining Room)
- Issue management and Conflict Resolution – Responsible for identifying and managing issues and resolving conflicts in a timely and effective manner
- Compliance with Agency Operational, Organizational Policies – Demonstrate ability to understand and to ensure compliance with Fire Regulations/Emergency Protocols, Shelter Hostel Standards, Code of Conduct and Social Work Ethics and all legislated statutory regulations and Acts
- Training & Agency Communication - Attend training, staff meetings, etc. as directed
- Other Duties - as required

#### **Required Experience and Qualifications:**

- Minimum requirement of a two-year Community College Diploma in Social Service Worker /Community Service Worker (relevant undergraduate degrees may be considered such as BSW, Sociology or Refugee Studies). International education must be evaluated prior to application.
- Current up to date Standard First Aid/CPR/AED certification
- Demonstrated knowledge of refugee determination process and related legislation
- Demonstrated experience in facilitation and conflict mediation
- Knowledge of community networks and resources
- Demonstrated knowledge relevant to trauma informed counselling, issue management, conflict resolution, crisis intervention and de-escalation required
- Strong interpersonal skills, must have ability to multi-task, complete tasks and take directions
- Strong communication verbal and written skills in English
- Proficiency in the use of: Microsoft Office, including word processing, data base management, email, internet

**Other**

**Rate: \$21.00/hour (2023 rate)**

**Start Date: As soon as possible**

**Hours: May be called to cover a morning or evening shift between Monday – Sunday as needed.**

**Shifts include days, evenings, overnights, weekends, and statutory holidays**

**Apply: CHARITY VILLAGE: <https://charityvillage.com/jobs/relief-workers-in-toronto-ontario-ca/>**

***Sojourn House thanks all applicants but will contact only qualified candidates selected for interviews.***