



JOB TITLE: Winter Emergency Response Support Worker

REPORTS TO: Drop-In Manager / Drop-In & WER Liaison

HOURLY RANGE: \$17-\$19 per hour

HOURS: Between the hours of 8AM and 8PM, 7 days a week. Part time, and relief shifts are available

JOB ID: 19-054BSCS

“Despite great challenges we believe unhealthy cycles can be broken, new opportunities created and, through healing, health restored.”

Would you like to be a part of an organization that works with some of Edmonton’s most vulnerable populations and counts on the professionalism, expertise, insight, and passion of its staff to develop programs and services for the clients they work with? Join us at Boyle Street Community Services.

“We stand with our clients, side by side, patiently and for as long as they want – a constant and consistent caring force”

Boyle Street Community Services (BSCS) is a values-driven organization that believes our clients are the experts in their own life. Your job will be to foster innovation with your team alongside our clients. If your values are aligned with our values and beliefs listed at:

<https://www.boylestreet.org/mission-history>, please consider joining our team.

JOB PURPOSE:

From November 1 to April 30, Boyle Street Community Services’ Drop-In is open for extended hours to serve the needs of people who have no other place to go.

Mandatory training will be provided prior to the Winter Emergency program start date of November 1, 2019. **Please be prepared to attend this training from October 28-31, 2019 if you are a successful candidate.**

The purpose of the Winter Emergency Response is to provide:

- Members with a safe, peaceful, welcoming community-gathering place where activities, creativity and positive relationships are fostered
- Members with access to information, support and referrals to services within Boyle Street Community Services and external agencies
- Drop-In community members with access to emergency resources and engage agency staff to enhance stability

KEY AREAS OF RESPONSIBILITIES:

- Identify and address immediate needs
- Offer access to information, support and referrals to services within Boyle Street and external agencies
- Develop relationships with community members, identifying strengths and working in a respectful way with a community that has faced trauma and social exclusion



- Create a welcoming environment that offers food, meaningful programming and cultural activities that facilitate wellbeing and support
- De-escalate tense inter-personal and group situations
- Record required data and complete daily activity logs
- Maintain a healthy environment by performing a variety of cleaning and housekeeping duties as required: sweeping and mopping floors, cleaning/clearing tables, washing dishes, etc.
- Monitor washrooms and hallways
- Engage and support volunteers in the daily operations of the Drop-In

QUALIFICATIONS:

Education: Social Services or related education in mental health and addictions.

Skills, Abilities and Attitudes:

- Understands the challenges and stresses facing people who live in poverty
- Experience working with Aboriginal peoples and individuals from diverse cultures
- Treat people with respect and in a sensitive manner
- Possessing Harm Reduction principles is a must
- Knows how to problem-solve with people who face emotional and psychological challenges
- Able to handle multiple demands at the same time; exceptionally well organized
- Can de-escalate tense inter-personal and group situations
- Listens well, has a calm demeanor and knows how to solve practical problems.
- Experience organizing group recreational activities
- Comfortable completing shift reports and doing some data entry
- Should be available for early morning, evening and weekend work
- Physically fit
- Possess robust mental health and a commitment to self-care

Experience:

- Current First Aid and CPR
- Suicide intervention Certificate would be an asset
- Criminal Record and Child Intervention Checks (results will be reviewed on a case by case basis)

Closing Date: Until Suitable Candidate is Found

To Apply:

Please email your resume and cover letter to: hr@careersforcommunity.ca. Please include 19-054SBSCS, Winter Emergency Response Support Worker in the Subject Line of the email. In the cover letter please state how you heard about this position and why you are suitable for the position.

Boyle Street Community Services is an equal opportunity employer. We value the diversity of the communities we serve, and are committed to engaging and developing a diverse and inclusive workforce. Boyle Street Community Services welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.