



965 Milford Drive
Kingston, Ontario

www.dawnhouse.ca
recruitment@dawnhouse.ca

Job Posting: Housing Worker (Casual)

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| Status | Casual, Permanent |
| Hours | Shift Work |
| Compensation | \$21/hour |
| Reports to | Residential Manager |
| Open roles | Multiple |
| Location | Kingston, Ontario |
| Application Process | Please apply to recruitment@dawnhouse.ca |

Agency Information

Dawn House Women's Shelter was founded in 1986 in response to a housing crisis in the City of Kingston, Ontario. A diverse group of community individuals and organizations contributed to its set-up and establishment as a non-profit, charitable organization providing a 24-hour crisis line, emergency shelter, advocacy, support and resources for women over the age of 16, with or without children.

Due to funding cuts Dawn House Women's Shelter closed in 2016. With the determination, fast thinking and commitment of those involved with the organization, Dawn House was able to adjust, adapt and re-opened in 2017 in the City's West End providing Transitional and Long Term Supportive Housing.

The first group of women took up residence in the new location in October of 2017 and the organization was rebranded as Dawn House Services and Housing for women.

Building supportive affordable housing for 16 women was the first step in a more ambitious plan to help end homelessness for women in Kingston by providing more affordable housing for women of all ages. We're excited that the next stage in our growth and expansion is upon us and we are looking for committed, enthusiastic, passionate individuals to join our team.

Job Description

Operating under a wrap-around service delivery, the Housing Worker provides support to tenants and to program participants that will enable them to maintain their tenancy and achieve their aspirations for independent living.

Approaching your work with deep care, consideration, and empathy for those you support, you will help provide a respectful, safe, and culturally considerate environment which respects each resident as an individual. Working closely with mental health workers, case managers, and support teams you will engage women in a way that empowers them to move towards a more holistic lifestyle.

Some examples of this work include advocating for specific housing, income support (OW and ODSP) and mental health and addiction services. This role requires the ability to communicate clearly and effectively through verbal and written communication and professionally both internally and with external service providers.

This is a new role in a developing space, which means there will be many exciting opportunities to help shape and influence how programs and services develop. A strong desire to build, take initiative, and work within ambiguity will be required.

Responsibilities

- Ensures consistent and accountable implementation of Dawn House philosophies, mandates, values, beliefs, policies and procedures in the day-to-day operation of programs and services.
- Administrative duties such as maintaining/organizing files, and answering phones/emails.
- Assists in completing intakes and assessing residents' immediate needs.
- Conflict resolution and risk mitigation, including crisis intervention, and prevention.
- Maintains confidential files for each resident detailing case management efforts and completes all paperwork in a timely manner.
- Provides support to individuals particularly in the areas of basic life skills; decluttering, addressing infestation issues, organization and developing routines, social interactions, wellness strategies, medication education, monitoring progress and providing support when problems or crises arise.
- Collaborating with all staff, taking a team approach to client relationships and advocacy whenever appropriate.
- Light cleaning, including but not limited to sanitizing and cleaning surfaces, washing floors, and cleaning bathrooms.
- Advocates for residents with agencies and service providers in order to help minimize barriers to receiving needed services and community support.
- Greets guests and donors to the agency, organize and sort donations.
- Fosters and demonstrates a problem-solving approach in daily activities with individuals.

- Additional duties as required.

Qualifications

- Degree/diploma in Social Work, Social Sciences, Human Service, a related discipline or equivalent combination of education and experience.
- 1 year of experience in service/people-facing fields of work (i.e. shelter/outreach work, customer service, hospitality, food services, etc.)
- High degree of resourcefulness, ability to be deeply curious, and deep problem-solving skills.
- Commitment to community-based social service delivery and feminist principles.
- Experience and ability/willingness to approach resident support using a wrap-around service approach and harm reduction philosophies.
- Proficiency in Google Workspace, Wish, Microsoft Office and related software and/or a high level of technical aptitude to learn new programs is required.
- Effective conflict resolution, problem-solving, and decision-making skills; good judgment.
- Experience with Non-Violent Crisis Intervention and behaviour/ intoxication assessments is an asset.
- Experience with diverse populations including those facing challenges in the areas of mental health, homelessness, substance use, domestic violence, child welfare services and poverty issues, preferably in residential services, housing or a shelter system.
- Excellent communication, conflict mediation, and interpersonal skills.
- Able to provide a sufficient up-to-date (K-PIC) CPIC with vulnerable sector check.
- Strong work ethic, able and willing to take initiative and to manage confidential and sensitive information.
- Understanding of mandated reporting laws.
- Ability to lift various items with a weight of up to 50 lbs.
- Able to maintain privacy, safety, and confidentiality of guests and women; including being able to set and adhere to appropriate professional boundaries.
- Able to work under pressure, respond to a crisis situation/health or safety issue and take appropriate and immediate action.
- Ability to prioritize tasks
- Knowledge of universal precautions and what constitutes a medical or situational emergency.

How to apply

If interested, please send an email to recruitment@dawnhouse.ca with your resume and cover letter.

Please specify the position title in subject line and ensure your cover letter clearly outlines:

- Why you'd be a great fit for Dawn House

- Experience as it related to the roles responsibilities and qualifications

Please feel free to use the body of the email to share your cover letter.

Our agency staff is very busy delivering support and programs to our current residents, we would ask that there be **NO PHONE CALLS TO THE AGENCY PLEASE.** Please direct all inquiries to the above email address.

Note: These positions are female only relying on provisions of Section 23 of the Human Rights Act in setting the restriction. Dawn House supports and encourages diversity in the workplace.