



## JOB POSTING

<b>Job Title</b>	<b>Residential Support Worker</b>	<b>Status</b>	<b>Casual</b>
<b>Program</b>	<b>Marjorie's Place</b>	<b>Start Date</b>	
<b>Location</b>	<b>Brampton</b>	<b>Hourly Rate</b>	<b>\$23.12</b>
<b>Hours</b>	<b>Varied Hours</b>	<b>Posting #</b>	
<b>Schedule</b>	<b>Rotating Shifts</b>	<b>Closing Date</b>	

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EFry Hope and Help provides trauma-informed, inclusive and gender-responsive programs and services to support women and girls at risk or involved in the legal system in building stable lives

**We are recruiting Casual Residential Support Workers for Marjorie's Place**, an open detention/custody facility that provides services and programming to females between the ages of 12-18, who have recently come into conflict with the law. Residents will be supported to explore behavioral patterns, decision-making skills, foster important life skills and develop pro-social attitudes necessary in building self-confidence and establishing relationships and networks in the community. This gender-responsive program provides the framework and foundation for residents to develop the skills necessary to reintegrate from an institutional setting to the community in positive and sustainable ways.

The Residential Support Worker must be available to work varied shifts including weekends and is required to assume after-hours on call duties on a rotating basis.

### **KEY RESPONSIBILITIES:**

- Interviews clients to prepare case histories and background information for which confidentiality is required.
- Provides monitoring of the residence and residents to ensure the safety of the program, staff, and clients. Recognizes potential crisis situations, analyzes the situation accurately, develops strategies to deal with the situation, and informs the supervisor when such incidents arise.
- Provides basic life skills and behavior management training for clients. Facilitates physical, recreational, social and educational activities. Provides clients with a positive role model. Plans, prepares and conducts weekly house meetings, one-to-one supervision and support meetings with residents to assist clients in determining goals and attaining them.
- Provides emotional support and feedback to residents. Supports clients toward integration and normal functioning in the community.
- Maintains necessary client and program reports and statistics. Ensures that all required documentation is accurate and complete.
- Identifies social, recreational and educational services in the community that will meet the clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
- Monitors the operations of the residence including quality control concerning cleaning equipment, indoor and outdoor maintenance, inventory and food services.
- Perform light housekeeping duties, i.e. vacuuming, dusting, emptying garbage, cleaning, laundry. Performs basic building maintenance i.e. changing light bulbs. Reports maintenance need to the supervisor.
- Input into meal schedule. May be involved in meal preparation and maintaining the food inventory.
- Maintains a thorough knowledge of community resources that will meet resident's needs. Provides liaison, education and advocacy for community agencies, other professionals and neighbors on issues concerning the residents.
- Keeps abreast of trends, community resources and developments in the youth care profession by participating in workshops, conferences, and continued professional development.
- Engages in regular supervision with program staff formally or as required to discuss skill

development, goal planning and participation in annual performance reviews.

- Participates in a variety of committees and collaborative groups.
- Performs other duties as assigned by the Manager or designate.

**QUALIFICATIONS:**

- A diploma in a related human/social service field or the equivalent combination of education and experience totaling three (3) years is required for this position.
- Previous direct program delivery experience in the community social services sector with a demonstrated working knowledge of a specific community-based program and related provincial and community support related to incarceration, parole, institutionalization, mental health, drug and alcohol abuse.
- Knowledge of mental health issues & legislation pertaining to alcohol and drug issues, child protection issues, and issues related to poverty and landlord tenant acts.

**SKILLS & ABILITIES:**

- Good verbal and written communication skills.
- Demonstrated ability to teach skills and work effectively with others.
- Possess organizational and good time management skills.
- Ability to be adaptable with a flexible approach in dealing with the unique needs and qualities of each client.
- Diagnostic and interpersonal skills in dealing with diverse client groups in a diplomatic and non-judgmental manner.
- Ability to de-escalate crisis situations.
- Broad knowledge of community resources and the ability to strongly advocate for clients and make professional referrals.

**MANDATORY JOB REQUIREMENTS:**

- Standard First Aid / CPR certification.
- Evidence of Immunization Record (Yellow Card)
- Evidence of a Tuberculosis Test and compliance with the TB Control Program.
- Satisfactory Criminal Record Review (Vulnerable Sector Check).
- Ability to lift 30 pounds.
- Doctors note of fitness to perform the duties of the job.
- Valid Ontario driver's license, with satisfactory driving record (Preferred).

EFry Hope and Healing for Women is an equal opportunity employer and is committed to building a diverse workforce representative of those we serve. We strongly encourage applicants that represent those we serve and welcome applicants with non-traditional educational backgrounds and field experience. We are committed to a selection process and work environment that is inclusive and barrier-free. We encourage applicants to self-identify if they wish to do so.

To apply, please send your cover letter and resume to [careers@efryhope.com](mailto:careers@efryhope.com) with the position you are applying for as the subject line. This position is for an existing vacancy. The use of AI would not be used in screening applications.

**We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.**