



JOB POSTING

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| Job Title | Residential Support Worker | Status | Casual |
| Location | Brampton & Mississauga | Hourly Rate | \$23.12 |
| Hours | Varied hours | Posting # | |
| Schedule | Rotating Shifts, including weekends and overnights | Closing Date | Open |

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 a Casual Residential Support Worker for all our women’s residential houses, including our open detention/custody facility for females aged 12-18, our adult halfway house, our women’s residential substance abuse program and human trafficking residences. The successful candidate would be responsible for providing individualized plans of care that are developed to assist the women in addressing such concerns as substance abuse, anger management, physical/ sexual abuse, employment challenges, educational upgrading and life skills.

Key Responsibilities:

- Provides primary counselling, resource referrals, crisis intervention, conflict resolution and support to all residents
- Participates in the shift schedule rotation as part of our 24-hour staffing model.
- Maintains accurate and up-to-date records and statistics regarding all aspects of service delivery.
- Acquainted with each resident’s individual Plan of Care, identify needs, recommend changes in individual program plans, and aid that is consistent with the overall plan for each individual.
- Provides statistical and evaluative information to management levels when required.
- Participates in the Case Management Team of any of these programs.
- Keeps abreast of trends, community resources and developments in the profession by participating in workshops, conferences, and continued professional development.
- Performs other duties as assigned by the Manager or designate.

Qualifications:

- A degree and/or diploma from a University or College in a related field with experience working with vulnerable populations; prior experience working with women is considered an asset
- The ability to maintain and encourage confident assessment, counselling and program facilitation skills in order to engage, support, and interact with clients using a trauma-informed, person centered approach
- Practical knowledge and experience facilitating gender specific and responsive programming
- Knowledge of relevant legislations and a strong understanding of case management principles
- Demonstrated client-focused counselling skills and role modelling

- Excellent verbal and written communication skills; proven leadership skills and strong knowledge of community resources
- Ability to be adaptable with a flexible approach taking into consideration the unique needs and qualities of each client
- Diagnostic and interpersonal skills to deal with a diverse client group in a diplomatic and non-judgmental manner
- Problem solving and leadership skills, with the ability to judiciously handle crisis situations with clients
- A 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.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).
- Ability to lift 30 pounds.
- Doctor's 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 apply, please send your cover letter and resume to 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.