

<u>Job Title:</u>	Relief Drop-In Worker
<u>Program:</u>	PARC Drop-In Program
<u>Status:</u>	Week-ends & weekdays - Casual / On-Call
<u>Wage:</u>	\$22.03/hour + 4% vacation pay
<u>Reports to:</u>	Director of PARC

Summary

The Relief Drop-In Worker assists the drop-in teams to ensure the smooth operation of the Drop-In program and its related services to PARC members (a member is defined as any or all of the following: psychiatric survivor, marginalized, homeless/under-housed or socially isolated person).

Responsibilities: Relief Drop-in Workers carry out a variety of duties during drop-in operations including direct/personal member support, crisis interventions, responding to member concerns and making recommendations for further support activity and follow-up to the core drop-in team. Relief staff carries out various assigned tasks supporting different aspects of the weekend or weekday drop-in program on a shift by shift basis.

The Relief Drop-in Worker provides support and friendly contact for all members using the centre. They share responsibility with full and part-time staff for the safety and preservation of a healthy space and access to PARC for all members. Relief staff may also be directed to assist with PARC group and recreational programs.

Relief Drop-in Workers will assist in the development of community resources, use creative strategies to address systemic issues, and contribute to public education and awareness.

The practice of the Relief Drop-In Worker is guided by the agency's standards (policies & procedures) and relevant legislation including the Mental Health Act and professional standards and ethics.

Qualifications:

- Minimum of 2-3 years direct experience in a community mental health or community development setting with marginalized people, socially isolated adults, psychiatric survivors and homeless/under-housed people or combination of experience;
- Post-secondary education in a related field or specialized training in Psychosocial Rehabilitation, Vocational Rehabilitation, Individual and Family Counseling, Community Economic Development, Trauma-informed counselling. Completion of post-secondary education in a related field or

postgraduate specializing in Individual and Family Counselling, Social Recreation, Community Development, Crisis Prevention and Intervention.

- Sound knowledge of the issues presented by psychiatric survivors & marginalized people who have been homeless or under-housed and pertinent legislation. Broad experience with individual, family, and systems advocacy. Counselling, crisis prevention and intervention experience. The ability to demonstrate sound judgment.
- A justice-based analysis of social service provision, experience in navigating systemic barriers to resources and experience providing personal support for high need /high-risk populations, gained either through life experience, front-line work, social work education or some combination of the above.
- Excellent communication skills, organizational skills, written skills, and computer skills.
- Ability to work effectively in a high-stress environment.
- Experience with supporting and overseeing the work of member workers and volunteers.
- Experience with housing, especially eviction prevention and income security.
- Understanding the multicultural issues and the unique needs of various geographic areas in Toronto.
- Experience with advocacy or community organizing.

Hours of Work: The Relief Drop-In Worker has work schedules developed on a monthly basis and/or is called in for shift work as needed. Shifts are primarily between the hours of 9 am and 9 pm Monday through Sunday. Relief schedules for program operations provide a minimum of 4.0 hours per shift with hours of work increased up to a full working day (7.5 hours) as the need for this arises.