



Community Wellness Worker

The Native Women's Resource Centre of Toronto (NWRCT) is an Aboriginal community-based organization dedicated to providing resources and support to urban Aboriginal women and their families across the GTA. Our work helps to build the self-sufficiency of Aboriginal women and build our collective capacity to make positive changes in our community.

The Community Wellness Worker will greet newcomers, clients, members, and volunteers to connect them to the appropriate resources through an in-take process at NWRCT. The Community Wellness Worker will provide peer counselling, assist clients to access services offered by NWRCT, and provide referrals to other services as needed.

Responsibilities:

- Greet clients as they enter NWRCT, ensure clients sign in, check in with clients to ensure they are registered with NWRCT, and meet with them to properly facilitate the in-take process if needed.
- Ensure all walk in clients are registered in one data system. This includes ensuring all reports are submitted accurately and in a timely manner.
- Ensure case notes are accurate, up-to-date, and stored in a secure location.
- Prepare and maintain usage statistics.
- Facilitate proper case management, file management, and coordination between programs.
- Outreach to individuals in main room; recruit new clients and participants into programming through various outreach initiatives.
- Provide daily lunch monitoring in the main room during client lunch hours.
- Assist clients to access appropriate in-house programs and programming.
- Provide clients with advocacy and crisis intervention support, follow up on client and membership concerns and escalate if required.
- Ensure each guest meets house rules and protocol.
- Assist individuals with membership applications, registration forms, renewals and related questions.
- Continuously update membership and client database to ensure accuracy.
- Assist with NWRCT events, and volunteer programs as needed.
- Provide monthly reports to the Executive Director.
- Other duties as required.

Qualifications and Skills:

- Post-secondary diploma/degree in social work, Indigenous studies, or other relevant education with a minimum three (3) years' work experience in community service delivery.
- Strong communicator - excellent written, oral, and facilitation skills.
- Strong experience in client service with demonstrated experience providing services to Indigenous women, and/or communities.
- Experience working with Indigenous Peoples and Communities, knowledge of Indigenous cultures, traditions, and family dynamics. Proven analytical and problem solving skills.
- Ability to create and maintain a confidential, welcoming, friendly and safe environment for clients.
- Knowledge of and established relationships with other service agencies, ability to network and create/maintain these relationships.
- Strong organizational/time management skills.
- Working knowledge of MS Office Software, internet, and general office equipment.
- Valid current vulnerable sector criminal records check and, First Aid/CPR.

Please provide a cover letter and resume to Sarah Midanik, Executive Director at ed@nwrct.ca. The deadline is **Friday, May 26th, 2017.**

NWRCT's opportunity for employment is non-discriminatory and in compliance with the provisions of the Ontario Human Rights Code and the City of Toronto's Anti-discrimination Clause.