



CENTRE/CLIENT SUPPORT WORKER (1 year Contract Position)

JOB DESCRIPTION

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. Our work helps to build the self-sufficiency of Aboriginal women and build our collective capacity to make positive changes in our community.

The **Centre/Client Support Worker (CCSW)** is responsible for, in partnership with other NWRCT staff to support the delivery of in assisting and supporting clients with their physical, mental, emotional and spiritual needs. The CSW will also maintain front desk and the health and safety of the day to day main floor operations of visitors and clients.

QUALIFICATIONS/ SKILLS

- Post-secondary diploma/degree in Social Work or related field, with a minimum of One (1) to two (2) years' work experience
- Excellent written and verbal communication skills
- Excellent facilitation and public speaking skills
- Experience working with Indigenous Peoples and Communities
- Knowledge of Indigenous cultures, traditions, and family dynamics
- Knowledge of and established relationships with other service providers, ability to network and create/maintain these relationships
- Knowledge and experience working with the LGBTQ2S community
- Strong organizational and time management skills with an ability to plan ahead define measurable objectives, outcomes and meet timelines
- Working knowledge of MS Office, internet, and general office equipment
- Current Police Record Check and Vulnerable Sector Screening are required
- First Aid and CPR certifications

RESPONSIBILITIES

- Process in-house client intakes and determine appropriate internal and external referrals

- Welcome, greet, direct all clients and visitors. Inform clients and visitors of programs and services. Support programming and room sharing for activities/workshops/ceremonies.
- Network and maintain a database of contacts with surrounding service agencies
- Crisis management / interventions where necessary while collaborating with crisis support staff to de-escalate situations and/or manage emergency occurrences.
- Take responsibility to increase sensitivity, awareness, and implementation of cultural teachings and organizational practices in a professional manner.
- Support and work towards the overall aims and objectives of the NWRCT.
- Empower women to articulate their needs and goals and to advocate for themselves
- Ability to work as a team and within the organization framework including staff meetings, professional development opportunities, team building, and self-care.
- Attend to all general centre inquires, information requests.
- Ensure the health and safety of main floor operations.
- Carry out other duties which may be necessary from time to time as required.

ADMINISTRATIVE DUTIES

- Maintain accurate and confidential sign in and out forms/ log book and message recording
- Maintain Mail, incoming and outgoing
- Assist with forms for clients and visitors, including but not limited to intake forms, volunteer forms, compliment/complaint forms
- Manage the NWRCT general info email account
- Answer all incoming calls and direct as appropriate

STANDARDS OF PERFORMANCE

- Adhere to policies, procedures and best practices as set by the NWRCT, and applicable funder mandated policies and procedures
- Ability to create and maintain a confidential, welcoming, friendly and safe environment
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The Centre/Client Support Worker (CCSW) will be directly accountable to the Program Manager or designate for the proper completion of the functions outlined in the job description

Please provide a cover letter and resume to Daniela Arango at ed.admin@nwrct.ca

[POSITION AVAILABLE UNTIL FILLED](#)

Due to the nature of the organization's culturally based social services, NWRCT encourages applications from Indigenous women (Section 24 (1) (a), Special Employment, Ontario Human Rights Code).