

**Job Description**    **Drop-in Resource Centre – Triage Worker****REPORTS TO:**            Program Manager**Position Summary:**

The position offers the chance for students to directly apply their skills and make a difference improving day to day life stabilisation to people living in poverty. Students will participate in the Drop-in Centre's day to day activities and interaction with participants. Using knowledge in poverty reduction, community integration, they will work with a team of employees, participants and volunteers to triage participants in need of immediate supports and community integration. In addition, they will help in creating daily meaningful activities for people seeking a sense of community and on the sport solutions to life stabilisation. Education in social services, people living with compromised mental health and addictions is required.

**This position is funded through the Government of Canada Summer jobs program to be eligible to apply you must be between the ages of 15-30.**

This position is a fixed term contract of 16 weeks. Position will start May 2024. Hours of operation are Monday through Friday 8:30 am – 4:00 pm with an expected 35 hours of work per week, days of work may vary due to the nature of the position. Rate of pay is \$20.50 per hour.

As part of the team you will help SMUN meet its program objectives. This position has a variety of responsibilities.

**Responsibilities:**

- Triage participants upon entry to the Centre
  - Using a QR code, assess supports and needs upon the visit
  - Identify practical support, case support
  - Advocacy and referral to inhouse services
- Provide supports within a low-barrier, harm reduction, trauma informed framework
- Provide services to clients via referrals such as: addictions counselling, housing assistance (eviction prevention/rehousing), income matters/budgeting programs, mental health supports, health services, tenancy skills, harm reduction and community integration
- Provide opportunities for participants to find stability through services (community engagements, reconnection and reintegration with community and/or family and friends, etc.)
- Organize and oversee intake process and complete, clear and concise participant files, file notes and information
- Identify, intervene and effectively deal with emergency crisis and conflict situations
- Social assistance services such as birth certificated, ODSP/OW/OPP etc., health cards, general applications as required
- Record keeping for program statistics as required
- Engage regular team meetings and initiate staff development as deemed necessary

**Qualifications:**

- Able to work in a busy and fast paced environment
- Some evening or special event hours may be required
- Excellent interpersonal skills

- Ability to work with individuals living with disabilities, addictions and compromised mental health
- Experience working in a team environment with proven leadership skills
- Demonstrated ability to work independently and with groups
- Demonstrated good organizational and record keeping skills
- Demonstrated good communication skills
- Ability to repeatedly lift 50 pounds
- Self-motivated, cooperative and flexible

**Requirements:**

- Education in or volunteering in a front-line capacity in a community setting
- Education in working with persons facing barriers especially as related to mental health, substance use, and trauma
- Experience in employment services an asset but not required
- Excellent literacy in Microsoft Office Suite (Word, Excel, Outlook)
- Strong written, interpersonal, and oral communication skills in English
- Demonstrated skills in problem solving and decision making under pressure
- Ability to work as a team and on your own with little supervision
- Satisfactory clearance under the Vulnerable Sector Police Check Program
- Must be qualified to legally work in Canada
- Must be between the ages of 15-30

**How to Apply:**

Applicants are invited to email a cover letter and resume with the subject line “**Drop-in Resource Centre – Triage Worker**” to [hr@startmeupniagara.ca](mailto:hr@startmeupniagara.ca)

SMUN is an equal opportunity Employer. In compliance with AODA, this job posting is available in alternate format upon request. To request disability accommodation, please contact Start Me Up Niagara via telephone at 905 984 5310 ext 107.

***We thank all candidates for their interest in advance.  
Due to volume we will only be contacting those selected for an interview.***