



**Title:** Veterans Peer Support Worker (Part Time Contract Position)

**Reports To:** Senior Manager, Shelter, Hospitality, Housing Support Services

**Department:** Resettlement/Housing Program

We are currently accepting application for Part Time, Contract position of Veterans Peer Support Worker for twenty (20) hours per week.

**Role Summary and Responsibilities:**

Reporting to the Senior Manager, Shelter, Hospitality, Housing Support Services, the Veterans Peer Support Worker enhances the dignity and quality of life of Veterans served by Good Shepherd Ministries by providing peer support in a compassionate, emphatic and supportive way.

Through his/her work, the Veterans Peer Support Worker contributes to Good Shepherd Ministries' commitment to values driven programs that ensure the effective delivery of services to the homeless Veteran's community.

**Job duties** for this position include:

- To carry out all duties and responsibilities in accordance with the Mission, Vision and Values of Good Shepherd Ministries.
- To provide service in a dignified, respectful and hospitable manner that reflects the Mission, Vision and Values of Good Shepherd Ministries and which integrates non-discrimination/anti-oppression/anti-racism frameworks.
- To observe all health and safety rules and regulations and to work in a manner that minimizes risk to yourself, clients, co-workers and others as well as to the property of the Good Shepherd Ministries.
- To comply with the established rules of operation, procedures, policies and code of conduct.
- To comply with work scheduling and attendance requirements according to policy and practices.
- To provide peer support and encouragement to clients of the Veterans Housing Navigation Team who require assistance in connecting with programs and services such as mental health, addictions, medical professionals, etc.
- To accompany clients to appointments, meetings, housing searches and any other service provision related to the Clients Care Plan.
- To work with Veterans Housing Navigation Team, as well as DARE Program co-workers, to identify and develop needed steps for a successful self-directed recovery plan for program participants.
- To assist clients with skill learning, self-care and positive coping techniques.
- To provide information and assistance on locating self-help programs and consumer initiatives in the community.
- To provide hope and encouragement to clients within the limits of appropriate boundaries.
- To attend group planning meetings and other client meetings, as needed/invited.
- To arrange meeting space and ensure that meeting space is cleared after each group session, to assist in making coffee and snacks as directed.
- To engage in all communication processes in place to ensure effective and timely communication with clients.
- To assist in group planning and provide input with material development.
- To attend in-services/other educational opportunities as directed to maintain relevant knowledge and skills in the ever changing demands of the caring profession.
- To maintain appropriate documentation and case notes on work carried out with, or on behalf of clients.
- To maintain the confidentiality and ethical standards of Good Shepherd Ministries at all times.
- To perform any other related tasks that may from time to time be assigned by the Senior Manager, Shelter, Hospitality and Housing Support Services, or the Assistant Executive Director, or designate.

**Skill, Nature and Scope:**

- Actively practices the Mission, Vision and Values of Good Shepherd Ministries.
- An ability to appreciate the complexity and demands of “hard to serve” individuals from diverse backgrounds.
- Must have ability to empathize and find strategies to engage persons with a wide range of symptoms and issues.
- Consumer/survivor of addictions system, specifically someone with lived experience as a Veteran.
- Must have understanding of the recovery model and ability to relate to clients in crisis. Knowledge and an ability to work both within harm reduction and abstinence based framework.
- CPR, First Aid and AED Certificates acquired through a recognized course.
- A thorough understanding of homelessness, poverty, health, mental health (PTSD), addictions and related issues is required.
- Some experience working with homeless in conducting assessments, case management, crisis intervention and case coordination is required.
- Strong interpersonal and problem solving skills to maintain teamwork and work professionally with clients, visitors and co-workers.
- Excellent written communication and interpersonal skills to maintain team work with the ability to communicate effectively with individuals from diverse backgrounds.

**Wages:**

\$17.72 per hour start rate and \$18.35 per hour after successful completion of a probationary period.

Please send application and resume to [employment@goodshepherd.ca](mailto:employment@goodshepherd.ca) OR by regular mail: to the attention of Human Resources, 412 Queen Street East, Toronto, ON, M5A 1T3

***Thank you for those who applied, however, only those selected for interview will be contacted.***