



Title: **Client Outreach and Community Engagement Worker** (*Full time Contract*)

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

Department: Shelter and Hospitality Services

We are currently accepting applications for the full time contract position of Client Outreach and Community Engagement Worker.

Role Summary and Responsibilities:

Job duties for this position include: assisting the Senior Manager, Shelter, Hospitality and Housing Support Services and the Director of Fundraising and Public Relations with community engagement and neighbourhood relations; collaborating, liaising and building networks with internal and external agencies to help provide a continuum of care to engage clients and assist in their stabilization; assisting with conflict resolution and mediation between clients and neighbours; helping minimize disruptive and aggressive behaviour in the neighbourhood during drop-in and meal service; assisting with the development and implementation of strategies to minimize community relations flashpoints; identifying potential areas for conflict between clients and the neighbourhood; and implementing a proactive strategy to intervene in a timely manner to minimize escalation; identifying and implementing innovative strategies to create collaborative projects involving clients, neighbours and businesses, e.g. planters, community clean-ups; monitoring and reporting to Senior Management emerging issues within the neighbourhood; representing Good Shepherd Ministries at community and neighbourhood meetings; liaising with local business associations, Toronto Police, City Councillors' offices, etc. as directed; assisting with the provision and circulation of Public Relations material, preparing reports and collecting data for strategic use as directed e.g. contacts, types of complaints, resolution, performing any other job related tasks that may from time to time be assigned

Skill, Nature and Scope include:

- Ability to personally practice and effectively reinforce the Mission, Vision and Values of Good Shepherd Ministries which integrates non-discrimination/anti-oppression/anti-racism frameworks.
- Bachelor Degree in Social Work/Community Development, or equivalent, with a minimum of two (2) years related work experience.
- Demonstrated ability to relate to, engage with and appreciate the complexity and demands of 'hard to serve' individuals and those from diverse socio-economic backgrounds.
- Ability to connect with others and forge strong relationships; build and earn the trust of others.
- Excellent written communication and interpersonal skills to maintain team work with the ability to communicate effectively with individuals from diverse backgrounds.
- Elevated skills in crisis intervention, defusing conflict and de-escalation.
- Exceptional negotiation and collaboration skills.
- Considerable organizational and time management skills including the ability to work independently and as part of a team.
- Ability to organize, maintain and complete detailed records in accordance with set deadlines.
- Ability to work flexible hours, including evenings and weekends.
- CPR, First Aid and AED Certificates acquired through a recognized course.

Wages:

\$26.00 per hour start rate, and \$26.70 per hour after successful completion of a trial period.

Please note this is a Full time Contract position for up to 3 years, please send application and resume to employment@goodshepherd.ca OR by regular mail: to the attention of Human Resources, 412 Queen Street East, Toronto, ON, M5A 1T3.

We thank all applicants for their interest in this opportunity, however, only those selected for interview will be contacted.