



Start Me Up Niagara

Drop-in Resource Centre Worker

TYPE OF POSITION:

**Full-Time, Part-Time, and Casual Positions
(\$20 - \$22/hr)**

REPORTS TO:

Drop-in Resource Centre Supervisor

Position Summary:

Start Me Up Niagara's Drop-In Resource Centre is home to a dedicated team who strive to provide encouragement, support, and assist with the immediate needs of persons struggling with significant life challenges. Many of these adversities include compromised mental health, substance misuse, homelessness, unemployment and poverty. Participants visit the Centre to access basic needs, connect with workers, and get referrals to other community resources. The staff of the Centre practice a harm reduction, trauma informed and client-centered approach to service, encouraging participants to develop their own goals and work with them to achieve those goals.

This job posting is for an existing vacancy

Key Responsibilities:

1. Welcome participants and assist with paperwork, referrals, phone calls and daily needs
2. Conduct intakes, maintain accurate tools, case notes and reports
3. Provide crisis intervention and de-escalation to participants (including Naloxone administration when needed)
4. Understand system navigation and applying for birth certificates, ODSP/OW/CPP applications, health card renewals, and general documentation needs
5. Work closely with the team to support individuals facing homelessness, mental health challenges, addictions and crisis.

Qualifications:

- Completed post secondary education in relevant field
- Relevant experience in social services sector
- Strong crisis management and de-escalation skills
- Possess an understanding of the needs and challenges of people living in poverty struggling with compromised mental health, substance misuse issues, and homelessness.
- Strong skills in Microsoft Office Suite (Word, Excel, Outlook)
- Experience working with high acuity marginalized groups
- Excellent customer service and clear communication skills
- High attention to detail and organized



- Available to work weekends and holidays as need

Requirements:

- Have strong written, interpersonal, and oral communication skills
- Have a positive, non-judgmental attitude toward others
- Must be able to remain calm in stressful situations
- Ability to multi-task, prioritize and delegate in an ever-changing environment
- Ability to work as a team and on your own with little supervision
- A satisfactory Vulnerable Sector Criminal Records Check is required if hired
- Ability to work a flexible schedule
- Valid class G driver's license with \$1,000,000 minimum liability insurance
- Able to work legally in Canada

How to Apply:

Applicants are invited to email a cover letter and resume to hr@startmeupniagara.ca with the subject line "Drop-in Resource Centre Worker".

We thank all applicants, however only those who are selected for an interview will be contacted

Accommodation

Accommodation provided during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

Start Me Up Niagara is an equal opportunity employer and is committed to providing employment in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Accommodations within reason due to a disability or medical need are available on request for candidates taking part in the recruitment process.