



## **JOB POSTING**

**POSTING #: 2024-51**

**POSITION TITLE: HARM REDUCTION WORKER- FT**

**PLACE SITE**

**WAGE RATE: \$32.97 PER HOUR, 40 HOURS PER WEEK**

## **THE OPPORTUNITY**

*Join one of the Top 10 Canadian Youth Impact Charities of 2022 today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.*

*Learn more about Eva's Initiatives and the work that we do.*

*[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)*

## **DUTIES AND SCOPE**

The Harm Reduction Worker (HRW) provides supportive counseling and programming services to homeless and at-risk youth using harm reduction and anti-oppression principles. The HRW will provide crisis intervention, individual and group counseling, drop-in programming and develop and facilitate educational workshops and programs for staff and clients. The HRW participates in case management activities including intake, risk assessment, and appropriate referrals. Administrative responsibilities include report writing, activity reports, statistics collection and contributing to program and service development.

This position is required to work a variety of shifts and includes support functions pertaining to the standard operation of the shelter and is responsible for supporting the daily program operations, including conducting wellness checks, room checks, intake, and discharges. Additionally, they should maintain consistent SMIS documentation of client meetings, with a focus on case planning and follow-up.

This position reports to the Senior Site Manager at **Eva's Place** Location: 360 Lesmill Rd, Toronto, ON M3B 2T5.

## **RESPONSIBILITIES**

### **Case Management Support:**

- Conduct intake assessments and ongoing risk assessments for youth entering the shelter.
- Develop individualized case plans in collaboration with youth, addressing their unique needs and goals.
- Provide comprehensive referrals to external services such as mental health resources, substance abuse treatment programs, and housing assistance.
- Work closely with youth to develop realistic goals and action plans, providing ongoing support and guidance as they navigate challenges.

**Conflicts and Mediation:**

- Facilitate conflict resolution between youth residents or between residents and staff members, utilizing effective communication and conflict resolution techniques.
- Encourage open dialogue and mutual respect, while also upholding the shelter's rules and expectations.
- Mediate disputes and negotiate compromises to ensure a safe and harmonious living environment for all.

**Crisis Intervention:**

- Respond promptly and effectively to crisis situations involving youth residents, such as mental health crises, substance abuse emergencies, or suicidal ideation.
- Assess the situation, de-escalate tensions, and implement appropriate interventions to ensure the safety and wellbeing of the youth involved.
- Collaborate with other staff members and external resources to develop and implement crisis management plans.

**Program Development and Enhancement:**

- Identify gaps in existing programming or services and propose innovative solutions to address unmet needs among youth residents.
- Collaborate with colleagues to brainstorm ideas, implement pilot programs, and evaluate their effectiveness through feedback and data analysis.
- Continuously seek opportunities for improvement and adapt strategies based on evolving challenges and feedback from youth and stakeholders.

**Systemic Advocacy and Policy Change:**

- Advocate for systemic changes and policy reforms to address root causes of homelessness, substance abuse, and mental health disparities among youth populations.
- Engage in community organizing efforts, coalition building, and policy advocacy to amplify the voices of marginalized youth and promote social justice.
- Partner with advocacy organizations, policymakers, and community leaders to influence systemic change and improve access to resources and support services for vulnerable youth.

**Counseling and Supportive Services:**

- Offer crisis intervention services to address immediate needs, ensure the safety of youth.
- Provide both individual and group counseling sessions utilizing a trauma-informed approach.
- Implement harm reduction strategies to mitigate risks associated with substance use and self-harm behaviors.

**Programming and Workshops:**

- Develop and facilitate educational workshops and programs aimed at empowering youth and fostering skill development.

- Organize drop-in programming to engage youth in meaningful activities and build community connections.
- Collaborate with staff and external partners to address systemic issues impacting youth wellbeing.

### **Documentation and Reporting:**

- Adhere to organizational policies, procedures, and documentation standards related to case management, reporting, and record-keeping.
- Write case notes regularly to capture updates on client status, changes in behavior or symptoms, progress towards goals, and any barriers or challenges encountered.
- Maintain detailed and confidential records of interactions with youth residents, including intake assessments, case notes, progress reports, and service plans.
- Ensure compliance with legal and ethical standards regarding confidentiality, privacy, and record-keeping protocols.
- Provide clear and concise descriptions of the incident, including date, time, location, individuals involved, actions taken, and any follow-up required.
- Submit incident reports to appropriate supervisors as per organizational procedures.
- Document referrals made to external agencies, including contact information, services provided, and outcomes.
- Track follow-up actions and monitor the status of referrals to ensure timely access to needed services.

### **Administrative Duties:**

- Maintain accurate records of client interactions, progress, and outcomes.
- Prepare regular activity reports, statistics, and documentation as required by funding sources and regulatory bodies.
- Contribute to the ongoing development and enhancement of shelter programs and services.

### **Support Functions:**

- Assist with the day-to-day operations of the site, including monitoring safety protocols and responding to emergencies.
- Collaborate with fellow staff members to ensure a supportive and inclusive environment for all youth residents.

### **Problem Solving:**

- Respond promptly and effectively to crisis situations involving youth residents, such as mental health crises, substance abuse emergencies, or suicidal ideation.
- Engage in community organizing efforts, coalition building, and policy advocacy to amplify the voices of marginalized youth and promote social justice.
- Mediate disputes and negotiate compromises to ensure a safe and harmonious living environment for all.
- Identify gaps in existing programming or services and propose innovative solutions to address unmet needs among youth residents.

### **Decision making/Independence of action:**

- Identify opportunities for program development and enhancement based on the evolving needs and feedback of youth residents.
- Take the lead in resolving conflicts and disputes among youth residents, employing conflict resolution techniques and communication skills to facilitate constructive dialogue and resolution.
- Work independently in representing the interests of youth residents and advancing solutions that prioritize their safety, dignity, and well-being.

### **Managing and Leading:**

- Take a leadership role in program development efforts, leveraging expertise in harm reduction and anti-oppression principles to design and implement innovative initiatives that meet the evolving needs of youth residents.
- Serve as a role model for continuous learning and growth, actively seeking out professional development opportunities to enhance knowledge and skills related to harm reduction, trauma-informed care, and anti-oppression principles.
- Stay abreast of emerging trends, research findings, and best practices in the field of youth homelessness and harm reduction, incorporating new knowledge into programmatic efforts and service delivery approaches.

### **Mental Effort:**

- This role must be able to understand and support strategic initiatives and/or solve complex issues, but also be prepared to shift as needed into reactive mode, to deal with emerging, unexpected urgent situations.

## **WORKING CONDITIONS**

- HRWs must demonstrate empathy, compassion, and resilience in their interactions with youth residents, while also maintaining professional boundaries and self-care practices to prevent burnout.
- HRWs often work as part of a multidisciplinary team, collaborating with colleagues from various backgrounds, including social workers, counselors, case managers, and support staff.
- Ongoing learning and skill-building are encouraged to support HRWs in effectively responding to the evolving needs of youth residents and staying abreast of best practices in the field.
- The shelter environment can be dynamic and fast-paced, with fluctuating levels of noise, activity, and interaction among residents and staff.

## **QUALIFICATIONS**

- Bachelor's degree in social work, psychology, counseling, or a related field. or a combination of education
- Minimum 3 years' experience of direct work with homeless, formerly homeless, and marginally housed youth
- Minimum 2 years' experience applying harm reduction approaches and working directly with youth dealing with substance use and mental health issues.
- Effective conflict resolution, crisis intervention and de-escalation skills
- Experience working from a client-centered, resiliency-based framework

- Knowledge of case management principles
- Demonstrated experience in developing and implementing case management, trauma-informed care programs and clinical issues pertaining to addiction, mental health for marginalized youths.
- Strong understanding of the challenges faced by Black, Indigenous, LGBT2+ youths, substance users, and mental health youths living in homeless shelters.
- Experience in facilitating drop-in programming with strong facilitation/presentations skills. Strong youth engagement skills for program development and delivery
- Experience in providing individual and group support for youth
- Excellent communication (verbal and written) and interpersonal skills, with the ability to build rapport and establish trust with diverse youth populations.
- Experience writing case management reports, collecting data and maintaining statistics.
- Flexibility to work varied shifts, including evenings and weekends, to meet the needs of youth residents. Traveling as required.
- Commitment to teamwork and collaborative approaches
- Certification in CPI, TSS, First Aid/CPR and Food Handlers
- Second language an asset
- "G" License with clean and current driving abstract.

## APPLY

Submit a cover letter and resume in one document by **December 6, 2024**, to [careers@evas.ca](mailto:careers@evas.ca) Be sure to indicate **2024 – 51 Harm Reduction Worker (Place)- FT** in the title. No phone calls, please.

## CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

## LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

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## Eva's Initiatives for Homeless Youth

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