



Job Title: Drop-in and Street Outreach Relief Workers
Casual Contract
Contract Start date: ASAP
Reports to: Manager, Homeless Services and Housing Access
DEADLINE TO APPLY: Ongoing

Background

ACSA is a nonprofit, multi-service agency at the heart of Scarborough addressing needs and empowering homeless, children, youth, newcomers, and otherwise underserved communities. Our core programs include homeless services, housing and outreach programs, food security, newcomer services, youth services, child and family programs, computer access, and community engagement.

Summary of Job Functions

ACSA is currently seeking **Drop-in and Street Outreach Relief Workers**. The North and South Drop-in programs currently operate a combined seven days a week, and provide hot lunches, basic needs, support and referrals in a warm and welcoming environment. The Street Outreach project is a van-based outreach program that engages with individuals who are experiencing street homelessness in Scarborough and North York to secure housing and make appropriate referrals as required. The Street Outreach program operates 7 days a week. The Drop-in and Street Outreach Relief Workers will be responsible for supporting both programs on a need-by-need basis.

Duties include:

- Maintain a safe, welcoming community space and clean environment in all areas of the Drop-in and Street Outreach programs
- Provide support to the day-to-day operation of North and South Drop-in programs and the Street Outreach program
- Support the well-being of Drop-in and Street Outreach clients through informal counselling, providing meaningful referrals and access to supports, including mental health or physician services, foot nurse, ID clinic, Rent Bank, emergency shelter and housing, and other programs and services
- Support conflict prevention and resolution processes
- Work collaboratively with all ACSA staff and other social service agencies to provide a holistic approach to client needs
- Distribute Harm Reduction supplies and education materials
- Ensure accurate daily documentation in logs and data tools
- Other related duties as required.

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Qualifications:

- Experience working with people experiencing homelessness, and marginalized individuals
- Thorough understanding of issues of homelessness, housing insecurity, mental health and addictions
- Excellent crisis management skills
- Excellent interpersonal and organizational skills
- Sound judgment and problem-solving skills
- Ability to work effectively and professionally under pressure
- Experience engaging clients, providing support, referrals and ongoing support
- Experience working with individuals from diverse backgrounds
- Ability to work weekdays and weekends
- Strong skills in Microsoft Word, Outlook and Excel
- A second language is considered an asset
- Valid Ontario G-class driver's license and clean drivers abstract, and a willingness and ability to be put on registration for agency vehicle and drive vehicle during shifts an asset
- CPI, First Aid and CPR certification
- Valid Police Records Check.

Agincourt Community Services Association is working towards a fully vaccinated workplace. All applicants will be required to show proof of vaccination or an acceptable exemption.

Please apply via email (cover letter & resume in one attachment) to:

Attention: Stella Zuidervliet

Email: zstella@agincourtcommunityservices.com

(Please quote **Drop-in and Street Outreach Relief Workers** - in the subject line of email)

No phone calls please.

ACSA is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff including, but not limited to, women, visible minorities, Aboriginal peoples, persons with disabilities, and/or persons of any sexual orientation, gender identity, and gender expression.

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AGING COURT COMMUNITY SERVICES ASSOCIATION

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We thank all applicants for their interest in the position. However, only shortlisted applicants will be contacted for an interview.

If you are contacted by ACSA regarding a job opportunity and need accommodation throughout a hiring process, please contact Yamini de Costa, HR & DEI Officer at hr@agingcourtcommunityservices.com. **This address is for accommodation inquiries ONLY. Job applications sent to it will not be considered.**

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