



Job Title: Transitional Housing Support Relief Worker
Reports to: Transitional Housing Team Leader
Employment Term: On-Call Relief as needed
Work Hours: Shift Work (day, afternoon, and overnight shifts as required)
Work Location: 16 Spadina Road, Toronto

Native Canadian Centre of Toronto

The Native Canadian Centre of Toronto (NCCT) is a non-profit, charitable organization located in the heart of downtown Toronto. The NCCT offers a wide range of Indigenous programs and services based on Indigenous cultural traditions and teachings.

Mission: To empower the Indigenous community in Toronto by providing programs that support their spiritual, emotional, physical, and mental well-being.

Mandate: To nurture an inclusive environment where all people respect Indigenous knowledge.

Vision: The Native Canadian Centre of Toronto is dedicated to working with all of our relations toward a better future.

Values: Wisdom, Love, Respect, Bravery, Honesty, Humility, and Truth.

The Position

The Transitional Housing Support Relief Worker supports the implemented plans, supportive programming, and services individually designed for each youth in order to assist them in achieving their goals while residing at the house. In addition, the Relief Worker ensures that youth are actively contributing to the overall implementation of their goals as well as contributing to the health, well-being, and safety of all who live and work at the house.

Duties and Responsibilities

- Provide support to Aboriginal youth living with or at risk of mental health and substance use challenges;
- Ongoing assessment of youths state of mental health and ability to function in a real-world environment;
- Manage youth client files, add notes based on episodic assessments and incidents, progress, and evaluations;
- Keep up to date on all youth care plans and be knowledgeable of what is specifically planned to help each youth meet specific and desired life goals;
- Engage and monitor youth in their participation of house duties such as cooking and cleaning;
- Room monitoring;



- Provide a wide range of assistance, guidance, or service(s) that supports the physical, mental, spiritual, and emotional well-being of youth who live within the house;
- Work in collaboration with the Youth Case Management team, ensuring a safe and supportive atmosphere in the home including assisting with education, medical appointments, life skills, etc. that enrich their activities of daily living;
- Support and collaborate with the internal and external care team in designing the aftercare plan for youth who are being released or aging out of the program;
- Carry out pre-established support plans with you, and provide crisis intervention as needed in order to ensure a safe living situation for all;
- Working in partnership with various community agencies to coordinate and facilitate access to support and health services for youth;
- Community referrals and networking;
- Ensuring a clean, safe, and secure environment for all who live and work in the house;
- Providing individual and group counselling/support to youth;
- Other related duties as may be assigned.

Qualifications:

- Degree or diploma in social work, psychology, counselling, or related.
- Minimum of 2 years of experience providing support to vulnerable youth living with or at risk of mental illnesses, problematic substance use and/or addictions.
- Knowledge of community resources, counselling, and social work practices with high risk culturally-diverse Indigenous youth, including acceptance of alternative lifestyles.
- Supportive of the Recovery Model, Harm Reduction, and knowledgeable of the Anti-Oppressive Framework.
- Knowledge of cultural sensitivity to Aboriginal communities and cultures.
- Experience working in an on-site housing setting and providing services in this environment.
- An understanding of the therapeutic relationship, and an ability to come to an agreement with clients on goals/priorities while respecting their autonomy and individuality.
- Ability to perform physical duties (i.e. lifting, cleaning) as required.
- Ability to practice active listening skills and ability to interact with clients in a positive and supportive manner.
- Crisis intervention skills, with well-developed problem solving abilities.
- Exceptional verbal and written communication skills
- Demonstrated leadership skills including the ability to contribute to the creation of positive team and workplace dynamics.
- Demonstrated empathy, approachability, and an understanding of others.
- Successful community experience working with both Indigenous and diverse populations.
- Experience working within an Indigenous organization or with the Aboriginal community an asset.
- Demonstrated ability to earn and maintain trust and show discretion at all times.



- Knowledge and ability to work with standard operating programs (i.e, word, excel).
- Ability to write and communicate clearly and effectively.
- Well organized and able to streamline, prioritize, and manage multiple tasks effectively.

Knowledge/Skills/Abilities:

- Working in a manner that preserves confidentiality and seeks to minimize risk;
- Experience working within an Indigenous organization or with the Aboriginal community an asset;
- Knowledge of Indigenous Languages and Culture represented in NCCT community;
- Ensures the NCCT response is consistent with current local, provincial, and federal health guidelines and orders;
- Ensure practices and procedures exist to maintain the confidential storage and security of all staff files and other related information;
- Must be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations;
- Contributing to the centre's activities to collect, analyze, and report on data and relevant information, and participate in research;

The successful candidate is expected to contribute positively to the implementation of the NCCT's vision and mission, operate in a collaborative team setting and maintain high and professional productivity levels and quality of service.

This is an on-call relief position. Salary is commensurate with qualifications and experience. Although preference will be given to Indigenous applicants (First Nations, Metis and Inuit), all qualified candidates are encouraged to apply.

We thank all applicants for their interest however only those candidates selected for interviews will be contacted.

If this position interests you, and you meet all of the above requirements, please submit your resume and a cover letter to tia.mistry@ncct.on.ca by June 4, 2024.

The Native Canadian Centre of Toronto is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR Manager at tia.mistry@ncct.on.ca of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.