



# Job Posting – Support Worker

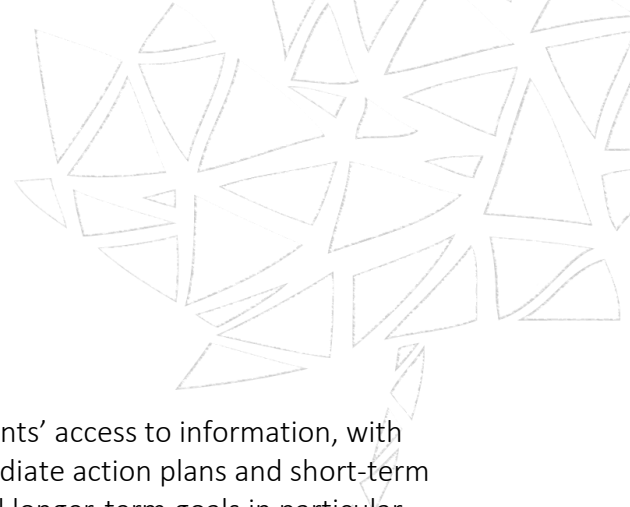
Position title	Support Worker
Organization	Egale Canada Human Rights Trust
Department	Egale Youth OUTreach, 290 Shuter St.
Reports to	EYO Program Manager
Posting type	Internal
Term	Relief / Contract
Level / Salary range	TBD
Application deadline	On-going
Start date	TBD
Apply to	Resume and cover letter to <a href="mailto:lgallo@egale.ca">lgallo@egale.ca</a>

Egale Canada Human Rights Trust (Egale) is Canada’s only national charity promoting human rights based on sexual orientation and gender identity through research, education and community engagement. Egale’s vision is a Canada, and ultimately a world, without homophobia, biphobia, transphobia, and all other forms of oppression, so that every person can achieve their full potential, free from hatred and bias.

## Department Description

Addressing higher rates of homelessness and suicidality among lesbian, gay, bisexual, trans, queer/questioning, intersex, and Two-Spirit (LGBTQI2S) youth populations has been a key priority at Egale. Egale Youth OUTreach (EYO) Counselling Centre, which provides a range of services and support that help to stabilize crises and address the needs of youth, up to age 29 identifying as LGBTQI2S.

We are currently seeking a qualified individual to fill the relief position of Support Worker within EYO. Our service is currently staffed 10:00 am-8:00 pm Monday – Thursday, and 10:00 am-6:00 pm on Friday. Support services are available Monday-Thursday 2 pm-8 pm and Friday 2 pm-6 pm. Hours are subject to change based on program and participant needs.



## Job Description

The Support Worker supports participants to increase participants' access to information, with programs, services and resources. They will provide both immediate action plans and short-term support plans to support participants to achieve their short and longer-term goals in particular related to housing, employment, education, financial security, food security, health care and social support.

The Support Worker combines lived experience and active listening and engagement skills to offer client-centred and trauma-informed informal counselling, co-facilitating groups, and short-term/follow-up case management where applicable. The Support Worker may provide preparation, follow up and/or accompaniment support to participant appointments. During open program times the Support Worker works with and reports directly to the Program Manager, Assistant Program Manager or Service Coordinator. The Support Worker will assist in helping to ensure the supportive 'living room' space runs in a safe and organized way.

## Roles and Responsibilities

Utilizing strengths-based, trauma-informed, harm reduction approaches, the Support Worker will:

### Program and Participant-related:

- Assess participant needs, research resources and options for participants, follow up with participants working on short-term goal plans and help participants access chosen resources and services
- Organize action plans prioritizing participants' needs and strengths
- Accompany participants to appointments and meetings to help them achieve their goals
- In conjunction with the Service Coordinator, helps maintain a safe, welcoming, organized and calming space
- Responds to and/or Informs the Support team or alternative Service Coordinator at the earliest point regarding potential safety or escalation concerns
- Supports volunteers and students, as well as providing directly, positive, affirming and inclusive support that can help to increase participant self-esteem, confidence and social connections
- Provide support for group development such as activity and recreational programs



### Administrative and Operational:

- Preparation, set up and closing of snack and drinks area, as well as ensuring cleanup and maintenance of serving area during open program times
- Resource management and administrative record keeping including stats and data collection, completing goal plans with/for participants, recording interactions and assisting in the writing of reports as required by the Program Manager and/or Service Coordinator
- Other tasks, such as grocery shopping, as assigned by the Program Manager and the Service Coordinator

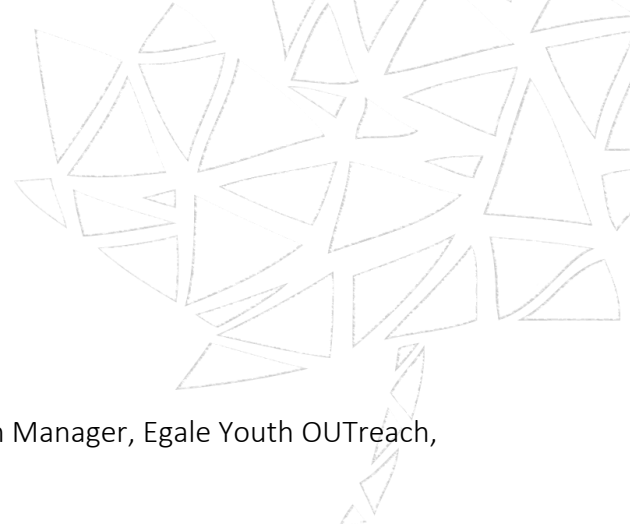
### Qualifications

Candidates must:

- Be between 18 and 32 years of age at the start of the employment
- Have lived experienced as a member of the queer, trans, LGBTQI2S community

The candidate will ideally also:

- Have work or volunteer experience in social service or support settings
- Have post-secondary school education in social services, social sciences or humanities or equivalent experience
- Bring an understanding of anti-racist and anti-oppression frameworks; the function of power structures in directly disadvantaging marginalized populations; the interconnected nature of social categorizations such as race, gender identity, class, sexuality orientation, and ability; providing care through an equity lens
- Demonstrate leadership, teamwork and initiative
- Be able to work independently, multitask and remain calm in situations that involve multiple demands



## Application Details

Please submit a cover letter and resume to Lucy Gallo, Program Manager, Egale Youth OUTreach, at [lgallo@egale.ca](mailto:lgallo@egale.ca).

## Employment Equity and Diversity

Egale Canada Human Rights Trust is committed to ensuring that members of traditionally marginalized groups, from a broad range of communities, feel empowered to apply for positions within the organization. We encourage qualified applicants to consider work and volunteer opportunities with Egale as we recognize that a diverse work force and volunteer base are critical to accomplishing our mission. The organization is dedicated to taking proactive steps to overcome historical patterns of discrimination in our society which have created barriers of race, colour, religion, sex, national origin, age, disability, language, class, sexual orientation, and gender identity or expression for some individuals and have resulted in the denial of their full participation in society.

