

Un coup de main  
quand t'en as besoin



A helping hand  
when you need one

### **Bilingual Social Support Worker**

4 days / week (28 hours)

(\$27.87 – \$33.44 / hour) – 16 days vacation time

This position includes medical and dental insurance

Required to work one evening a week / one weekend a month

**The Lowertown Community Resource Centre (LCRC)** is a non-profit organization offering community and social services to residents of Lowertown.

#### **Job Summary**

As a member of the Social Support Team, the Social Support Worker supports residents of Lowertown with identifying and removing barriers to accessing services. Lowertown is a resilient community, and this position requires experience and an approach that supports all residents including those who are more vulnerable and marginalized with strengthening this resiliency. The position also entails crisis intervention, short term counselling, and facilitating groups. The position requires the capacity to outreach to residents from a variety of sites in the community to facilitate access and building trust. The priority of the Social Support Worker is to evaluate resident needs and strengths using evidence-based tools. Our approach includes a harm reduction perspective, promoting diversity and focusing on building capacity with residents.

#### **Job Specific Responsibilities**

- Assesses the needs of clients, offers continued support, crisis intervention, short term counselling, and recognizes the impacts of past trauma and systemic barriers.
- Organizes and facilitates groups, educational workshops, and health promotion activities for Lowertown residents.
- Work collaboratively and in partnership with the Centre's programs, community partners and relevant agencies.
- Advocate on behalf of residents, when appropriate, to defend their rights and interests.
- Provides occasional accompaniment services.
- Knowledge and sensitivity to people from diverse communities: racialized and cultural communities, sexual and gender identity, physical capacity, comorbid disorder, etc. Promote diversity and respect with an inclusive approach. Promote access to services in French.
- Provides outreach to community-based settings (i.e.: Lowertown Good Neighbours Community House). This includes providing social support services at different sites in the community - reaching out to residents to better understand their needs and strengths.
- Participates in regular team and supervision meetings.
- Maintains accurate records, statistics, and documentation.
- Assists in identifying issues and in developing and implementing projects.
- Develops, implements, and oversees projects to support the community (at times, in the evening or on the weekend).

#### **Common Responsibilities**

- Understanding of the LCRC'S values, principles, and objectives and putting them into practice in the workplace.
- Working in a manner that preserves confidentiality and seeks to minimize risk for clients, in keeping with the Centre's Privacy and Confidentiality Policies and Procedures.
- Working in a manner that integrates health promotion and recognizes the determinants of health and wellbeing.
- Incorporating and strengthening collaborative and interdisciplinary teamwork.
- Respecting and valuing the diversity of communities and individuals.
- Contributing to the Centre's activities to collect, analyse, and report on data and relevant information.
- Supporting the Centre's student and volunteer placement programs.
- Promoting awareness of and participation in Centre activities.

Un coup de main  
quand t'en as besoin

Centre de  
ressources  
communautaires  
de la Basse-Ville



Lowertown  
Community  
Resource  
Centre

A helping hand  
when you need one

- Contributing to the Centre's work by participating in meetings, committees, staff retreat, and Annual General Meeting.
- Working a flexible schedule, during both regular and extended hours of operation in locations identified by the Centre.
- Contributing to the Centre's practices of hiring, orienting, and training of staff.
- Participate in the Centre's efforts to enhance its capacity through staff development.
- Supporting the Centre's Occupational Health and Safety Policies and Procedures.
- Working knowledge of Outlook, computers, and current communication technology as work tools.

#### **Qualifications**

- Bachelor's degree in social work or social services.
- Three to five years of experience in an assessment/referral or crisis intervention type role
- **Proficiency in both French and English is an essential requirement.** Please note that French is the language of internal operations at the LCRC. Fluency in identified non-official languages based on neighbourhood demographics (Spanish, Somali, Arabic, etc.) is a strong asset.
- Knowledge of and understanding of ethnocultural needs and experience working with ethnocultural communities (particularly from Africa and Middle East countries).
- Knowledge of health and social services and community resources.
- Excellent crisis intervention skills and knowledge of issues such as: mental health, violence, addictions, and poverty.
- Group facilitation skills, as well as presentation skills.
- Ability to work with Outlook and other computer skills.
- **All applicants must be fully vaccinated in order to be considered for any staff opportunities. Upon hiring, applicants must provide government issued documentation proving they have been fully vaccinated.**

Please submit your resume and cover letter by **8 h 30 am, Friday, November 12<sup>th</sup>, 2021** to:

**Attention: Selection Committee  
Social Support Worker Position  
Lowertown Community Resource Centre  
40 Cobourg Street, Ottawa, ON K1N 8Z6  
E-mail at: [mcgauthier@crcbv.ca](mailto:mcgauthier@crcbv.ca)  
Or by fax: (613) 789-3443**

We invite you to consult our website ([www.crcbv.ca](http://www.crcbv.ca)) for more information

The Lowertown CRC respects the employment equity and diversity principles and encourages all qualified candidates to apply

**We thank all those who apply. Only those selected for an interview will be contacted**