



Internal/External Posting

Program Worker, Adult Drop-In

Permanent Part-time Position: 21 hours per week

Expected Start Date: March 1, 2023

Salary Range: \$40,810.00 - \$48,971.00 per year (to be prorated)

Number of Positions: 2

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

The Adult Drop-In Program Worker oversees the Adult Drop-In Program under the supervision of the Program Manager. Program workers prepare meals, provide informal counselling, referral services and crisis support to individuals who are homeless or under housed. The Adult Drop-In Program Worker's goal is to engage participants in improving their health and well-being by connecting them with community supports. The incumbent will ensure that all organizational policies are followed.

Primary Responsibilities

- Coordination and organization of meal planning based on donations and/or limited budget.
- Provide healthy meals serving up to 75 people in accordance to the City of Toronto and Public Health and guidelines (breakfast, lunch and snack).
- Provide support, referrals and informal brief counselling.
- Collaboration with internal and external resources to provide additional information (i.e. Lunch and Learn, Ontario Works Worker, etc.)
- Institute crisis intervention strategies.
- Maintain a safe and welcoming space by building rapport with clients, providing program outlines/activities, ensuring hygiene/cleanliness of the program areas, upholding the Drop-In Code of Conduct, and providing ways for participants to further engage.
- Provide support to four to six volunteers and provide orientation, follow-up, support and evaluation, as well as organize volunteer duties (i.e. program set-up and take down, truck deliveries, etc.) in accordance to health and safety standards in the organization.
- Input daily "Measuring for Success and Evaluation" tool, ensure completing of surveys, manage the Drop-In monthly budget, complete promotional material and form filling when required.

Required Qualifications

- Post-secondary education from a University or Community College in the area of Social Work, Addictions, Adult Education, or equivalent experience.
- Two years' experience in a similar position, minimum.
- Valid First Aid and CPR certificates are required and must be kept current every three years.
- A valid Food Handling Certificate is required and must be kept current every three years.
- Demonstrated skills and experience working in a community setting with people living in marginalized conditions, and with people experiencing mental health and addictions challenges and needs (i.e. newcomers, immigrants, seniors, youth, queer and trans, people living in isolation and in poverty who are at risk.)
- Proficient in crisis management, group facilitation and short term counselling.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Positive attitude, empathetic, flexible and dependable with strong initiative, the ability to work both independently and in a team oriented atmosphere.
- Demonstrated cultural competency and awareness of cultural safety, ability to communicate with a wide variety of people from diverse cultural backgrounds, experiences and socioeconomic status.
- Must be client focused with excellent problem-solving skills with the ability to deal effectively with crisis and conflict, cope with trauma, ensure self-care, balance crisis support and counselling duties.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook & Excel).
- Strong skills and ability to easily navigate the internet/intranet environment.
- Experience and accuracy using database applications (i.e. City Funder – Measuring for Success Tool, etc.)
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- Must be able to work in a fast paced, multi-faceted environment and make quick decisions.
- Participants served at the Drop-In may at times be under the influence of drugs or alcohol and exhibit challenging behaviours.
- It entails stress from working with challenging clients, and being confident and competent in dealing with clients in crisis, distress and dealing with trauma.
- Incumbent needs to attend to self-care, dealing with illness and death of clients.

- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. **“Walk the talk.”**
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Occasional data entry, with short periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Frequent standing for extended periods of time and some frequent lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP’s Health & Safety regulations and LAMP’s policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources & Operations.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources**:

Email Address		recruiting@lampchc.org
Subject		Job Opening for Program Worker, Adult Drop-In
Internal Deadline		5:00 p.m. on Monday, February 6, 2023
External Deadline		5:00 p.m. on Monday, February 13, 2023

We thank all applicants for their interest. However, only those selected for interviews will be contacted.