



Citizens' Bridge – SUPPORT WORKER

The North End Community Renewal Corporation Is committed to equity and inclusion. NECRC has increased responsiveness to Indigenous peoples by promoting a workforce representing the North End community that we serve. We are committed to maximizing the diversity of our team and want to involve all those who can contribute to our inclusive culture.

Job Title	Support Worker – Citizens' Bridge
Location	607 Selkirk Avenue, Winnipeg, MB
FTE/Wage	\$19.50 per Hr
Work Hours	Full time 37.5 hours per week, evenings and weekends as required

AREAS OF RESPONSIBILITES – The essential functions include but are not limited to:

JOB SUMMARY

The Support Worker will be responsible for providing shared support to all three streams of the Citizens' Bridge program. 35% for the Driver's Education course, 35% for caseworker services and 35% for outreach services. Additional time as assigned as needed.

The incumbent will assist in the organizing and coordinating of driver-training courses under the direction of the Driver's Education Instructor, provided by CB.

The incumbent will work with both CB program staff and participants to assist individuals' to complete and process documentation that will enable the procurement of foundational identification, bank accounts and referrals out to additional community resources that are required by participants to support pre-employment needs.

The incumbent will assist the CB outreach worker in the preparation of ID clinics, workshops, and presentations both on and off-site on CB/NECRC programming and services.

The incumbent will monitor electronic case management of active participants, assist CB staff and Programs Manager in monthly, quarterly, and yearly reporting.

KNOWLEDGE AND EXPERIENCE

- High school graduate or equivalent
- Knowledge of community resources for people experiencing poverty
- Familiarity with North End communities and marginalized communities
- Understanding of a trauma informed approach to both participants and staff is always required
- Must be a self-starter who is highly organized, able to prioritize and is highly flexible/adaptive
- Must have excellent computer skills, including MS Office, Word, Excel and Outlook
- Strong understanding of Google Calendar and associated resources
- Strong time management skills
- Proficient in keyboarding – 35-40 wpm
- Must be able to diffuse confrontational individuals that may enter the Centre



TASKS AND RESPONSIBILITIES

CASE MANAGEMENT

- Demonstrated adaptability and versatility in a changing work environment
- Ability to assess situations, determine the importance, urgency and risks, and to make clear decisions
- Assists with participants/employer concerns and issues, referring to Programs Manager when needed
- Provides input at monthly team meetings
- Adheres to all PHIA and FIPPA guidelines

PROCESSES AND PROCEDURES

- Understanding of ethical practices and standards in the field and a practice consistent with the values of NECRC
- Maintains confidentiality of participants and staff
- Refer and connect participants to additional supports
- Performs participants follow-up when directed by staff
- Maintains office supplies

COORDINATE AND DOCUMENT RESOURCE INFORMATION

- Ensure the tracking of participants intake data
- Document and share resources and information with participants and staff
- Prepares and tracks petty cash
- Prepares and tracks cheque requisitions
- Monitors and directs incoming and outgoing mail
- Maintain accurate and confidential electronic and file records, including statistical data
- Maintains overall staff calendars

SKILLS AND EXPECTATIONS

- Knowledge of the North End and inner-city communities
- Strong verbal and written communication skills
- Demonstrated ability to work in teams with professionals and volunteers
- Ability to maintain calm demeanor under stress
- Ability to work in hectic environment in office and on site
- Independent, organized, with strong initiative
- Public speaking through presentations and display tables
- Vehicle and Driver's License an asset

To apply, please **send resume** and **cover letter** detailing the relevant experience and/or training that will make you a good candidate for the position to Simone Beaudet, HR Manager at simone@necrc.org by Tuesday, July 5, 2022

Resumes without a cover letter will not be considered.

Thank you for your application, applicants considered for the position will be contacted.