



North End Community Renewal Corporation (NECRC) is a not-for-profit organization dedicated to the revitalization of Winnipeg's North End neighborhood through a variety of innovative and sustainable social, economic, and cultural initiatives. NECRC values diversity and inclusiveness, especially from the North End community, Indigenous peoples, individuals with relevant lived experience, and members of equity-seeking groups. We encourage you to highlight your connection to these groups in your application as we work to build a team that reflects the community we serve.

Position: Citizens' Bridge Support Worker

- **Location:** 607 Selkirk Avenue, Winnipeg
- **Hours:** Full-time, 37.5 hours per week (flexibility for evenings and weekends as required)
- **Salary:** 21.00/ hour
- **Reports to:** Case Workers, Programs Manager

Citizens' Bridge is a transformative program that removes barriers and creates pathways to employment for community members facing complex challenges. We're looking for a Case Support Worker to aid our Case Workers helping our participants navigate their journey toward sustainable employment.

This is an office-based position where you'll work closely with our Case Workers to provide administrative and client support services. Your primary responsibility will be supporting the Case Worker in managing client files, coordinating services, and ensuring smooth program operations. You'll assist with client intake, documentation, and follow-up while working from our Selkirk Avenue office. Working within a trauma-informed framework, you'll be instrumental in helping the Case Worker serve program participants and build the foundation for future success.

As the Support Worker you would:

- **Support the Case Worker with intake assessments and case management** for program participants, developing support plans and connecting them with community resources to address employment barriers.
- **Provide office-based administrative support to the Case Worker** including maintaining client files, scheduling appointments, preparing reports, and managing program documentation from our Selkirk Avenue office.

- **Help participants navigate systems** to secure identification, complete documentation, access transportation, and connect with services while maintaining confidentiality standards.
- **Maintain program operations** through case management, data tracking, and report preparation to demonstrate program impact.
- **Work with the Citizens' Bridge team** to resolve participant challenges, contribute to program improvement, and support community engagement initiatives.
- **Apply trauma-informed practices** in all interactions, maintaining professionalism in challenging situations while ensuring appropriate boundaries.

Essential Qualifications:

- High school diploma or equivalent
- Experience in community support, case management, or customer service
- Cultural competency working with Indigenous and newcomer communities
- Strong understanding of trauma-informed practices
- Excellent communication and interpersonal skills
- Ability to remain patient and calm under pressure
- Ability to thrive in a hectic, fast-paced environment
- Comfortable and confident working with individuals experiencing homelessness, poverty, addiction, mental health challenges, and other complex life circumstances
- Proven ability to multitask and problem-solve creatively
- Proficiency with Microsoft Office Suite and Google Workspace
- Strong data entry and administrative skills
- Knowledge of community resources and employment support services

Preferred Qualifications:

Training in social services or community development

- Connection to Winnipeg's North End community
- Valid driver's license and vehicle access
- Public speaking and community outreach experience

If you're looking for an opportunity to make a tangible difference in the lives of our community members while working in a supportive, collaborative setting, we invite you to consider applying to work with us.

Please email your resume and a cover letter explaining why you are the ideal candidate for this role to Talia Syrie at HR@necrc.org. DO NOT APPLY ON THE INDEED SITE. The position will remain open until filled, and we thank all applicants for their interest. Only those selected for further consideration will be contacted.