

OUT OF THE COLD SUPPORT WORKER
6 MONTH CONTRACT
(Full-time, Part-time or Casual/Call-in)

Committed to meeting the needs of the community by providing services with care, integrity, and accountability, the District of Rainy River Services Board (DRRSB) delivers Early Learning and Child Care, Ontario Works, Community Housing, Land Ambulance and other services for all organized municipalities and unincorporated areas within the geographic District of Rainy River. The Rainy River District covers an area of approximately 15,401 sq. kilometers and has a population of 19,437 (2021 Census). It is bordered on the north by the Kenora District, on the east by the Thunder Bay District, on the south by Minnesota, USA and on the west by the Province of Manitoba.

We are seeking Out of the Cold Support Workers to work on a Time-limited Contract basis for Full-time, Part-time and Casual/Call-in hours in Fort Frances, ON. The duration of the Contract is approximately six (6) months with the possibility of an extension. The Out of the Cold Support Worker is responsible for the operation of the after hours Out of the Cold Program, provides support services and ensures the safety and well-being of guests. The incumbent receives and admits guests, prepares and serves meals, maintains an organized/hygienic kitchen, follows food safety guidelines, performs general cleaning and sanitization duties, maintains inventory, conducts assessments, provides referrals to community resources and responds to crisis situations, as required. Additional duties include general security, snow shoveling, and maintaining the appearance and cleanliness of the premises.

The Out of the Cold Support Worker will possess the following qualifications:

- Diploma, degree or certificate in a related field such as Counseling, Social Work, Personal Support Worker, Police Foundations, Aboriginal Relations, or an equivalent combination of education and experience.
- Previous experience working in a shelter environment would be an asset.
- Strong communication skills, specifically in conflict resolution and problem solving.
- Familiarity with vulnerable populations and community-based service providers.
- Ability to exercise a high level of integrity, diplomacy, professionalism, and use sound judgement, work independently, cooperatively, and responsibly with minimal supervision and within a team environment.
- Demonstrated ability to establish and maintain effective working relationships with guests, staff, community agencies and the public.
- Ability to maintain confidentiality in all aspects of the work environment.
- Ability to prioritize a diversified workload and cope with workplace change in a fast-paced, high stress environment.
- Ability to remove snow and ice from sidewalks and walkways, including sanding and maintaining evacuation paths.
- Proficient computer skills and thorough working knowledge of Microsoft Office (Word, PowerPoint, Excel, Publisher, etc.), Windows, Internet, Adobe products, social media platforms, and relevant public relation tools.
- Must provide the satisfactory outcome of a CPIC Vulnerable Sector Screen as a condition of employment.
- Must submit proof of being fully vaccinated against COVID-19 or proof of a medical contraindication as a condition of employment.

The 2023 hourly rate of pay is 29.25 per hour plus 4% vacation pay plus 10% in lieu of benefits. The hourly rate increases to \$29.83, effective January 1, 2024. Candidates who meet or exceed the requirements for this challenging position are invited to submit a resumé and cover letter, including three work-related references, no later than **4:00 p.m. (CST) on Friday, October 13, 2023 to:**

Joanne Spence, B.HRLR, CHRL, Human Resources Officer
District of Rainy River Services Board
450 Scott Street Fort Frances, ON P9A 1H2
Competition #HR-25-2023-COLD-C
PRIVATE & CONFIDENTIAL
OR email to: joanne.spence@rrdssab.ca

The DRRSB wishes to thank all applicants, however, only those selected for an interview will be contacted. Information gathered is in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and will be used for candidate selection and, for the successful applicant, relevant human resource purposes. The DRRSB is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document is available in an alternative format, upon request.