HOPE SUPPORT WORKER

6 Month Contract
Full-time or Casual/Call-in
Fort Frances, ON

DISTRICT OF RAINY RIVER
SERVICES BOARD

JOB OPPORTUNITY

We are seeking HOPE Support Workers to work on a Time-limited Contract basis for Full-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 HOPE Support Worker is responsible for the operation of the after hours HOPE Programs, provides support services and ensures the safety and well-being of guests and residents. The incumbent receives and admits guests/residents, 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 HOPE 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. Candidates with an equivalent combination of knowledge and skills gained through work experience, community involvement, or other non-traditional pathways will be considered.
- 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.

This is an open-ended recruitment call, subject to change. The 2026 hourly rate of pay is $32.43 per hour plus 6% vacation pay plus 10% in lieu of benefits. 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, to:

Joanne Spence, Human Resources Manager
District of Rainy River Services Board
450 Scott Street Fort Frances, ON P9A 1H2
Competition #HR-30-2026-HOPE-6MTH-C
PRIVATE & CONFIDENTIAL
or emailed to: careers@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.