



## **RESIDENTIAL SUPPORT WORKER - MHJI**

2 Full Time Permanent Positions  
INTERNAL/EXTERNAL POSTING

**DATE:** January 15, 2021

**LOCATION:** Toronto, ON

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving over 5300 people and providing 1654 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind. In 2018 LOFT was a Nonprofit Employer of Choice™ Award (NEOC) recipient.

To help fulfill its mission, LOFT is hiring 2 **Residential Support Workers**.

### **JOB SUMMARY:**

The Residential Support Worker provides support to adults living with serious mental illness that may have a history of homelessness and/or concurrent disorders, complex needs and/or current involvement in the justice system. The goal is to increase their independence through skill enhancement and development, by promoting psychosocial rehabilitation services. **The Residential Support Worker will be required to work some evenings and weekends.**

*\*Note: Staff will be required to work in residents' rooms and may therefore be exposed to second hand smoke. In addition, a satisfactory vulnerable sector check (VSC) is a requirement of employment.\**

### Key Responsibilities:

1. Assisting with activities of daily living, particularly in the acquisition of life skills (medication management, cooking, meal planning, cleaning, budgeting etc.)
2. Supporting and participating in house meetings, social recreational activities or other group activities that promote the wellbeing of residents.
3. Assisting in harm reduction strategies, teaching conflict resolution, crisis management and problem solving on activities related to shared living; mediating issues or conflicts between residents, or between residents and neighbours.
4. Completing and maintaining required records and documentation.

### **QUALIFICATIONS:**

- Relevant degree or diploma in human services;
- Minimum of 2 years of experience working with clients with mental health issues;
- Understanding of harm reduction, and psychosocial rehabilitation principles;
- Knowledge of the health issues faced by homeless or marginalized adults with special needs, which will include: mental health, involvement in the justice/forensic system, addictions, cognitive impairments and low income;
- An understanding of the therapeutic relationship with an ability to negotiate with clients on goals and priorities;
- Excellent interpersonal, communication and counselling skills are required to work in a team environment and to engage the clients in some highly personal areas, such as developing healthy living skills, life skills and in maintaining interpersonal relationships;
- Good crisis intervention and problem solving skills are required;
- Computer literacy sufficient to produce and maintain files, records or statistical information. Written skills are used in keeping records or updating logs;
- Experience in working as part of a team of professionals, and in conducting meetings or facilitating groups;
- Good analytical, time management and organizational skills to contribute to program planning and to co-ordinate and follow-up on issues or activities with clients;
- Understanding of cultural competency and anti-oppression framework;
- Reflective of a multi-barriered group, as serviced by the program, a strong asset

**TO APPLY:** Send resume with cover letter to Human Resources,

**Email:** [hr@loftcs.org](mailto:hr@loftcs.org)

LOFT Community Services is committed to fostering an inclusive and accessible environment and dedicated to building a workforce that reflects the diversity of the community in which we live and serve. LOFT is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting [humanresources@loftcs.org](mailto:humanresources@loftcs.org) or (416) 979-1994.

**We welcome and encourage people from equity-seeking communities and intersecting identities to apply for this position.**

**PLEASE INCLUDE: "RSW - MHJI" IN THE SUBJECT LINE OF ANY EMAILS.**

**CLOSING DATE:** January 26, 2021