

## **Job Opening : Community Worker**

### **Reports To:** The Director

The community worker of West Island Citizen Advocacy will share the mission, vision and values of the organization to improve the quality of life and defend the rights of all those who are living with a handicapping condition or who are disadvantaged in the community. The community worker will work with isolated seniors with limited or no social networks, for low income seniors who are vulnerable and at risk for experiencing abuse or neglect. The community worker will be responsible for providing practical support in terms of crisis intervention, document help, mediation and emotional or social support. The community worker is reviewed annually by the Director and the job description will be used as part of the review.

### 1. Primary Duties and Responsibilities:

- Receive referrals and identify issues and areas of need (document help, defense of rights, etc.)
- Reach out to isolated seniors by working in collaboration with local committees, institutions and community organizations who offer services to seniors
- Participate in community partner meetings that address the needs of isolated and vulnerable seniors
- Record client information and prepare reports and evaluations
- Participate in the general operations of WICA; including answering information and referral calls, compiling statistics, and other tasks that relate to the mission of the organization

### 2. Other Duties

The community worker will have additional duties related to recruitment, organizational activities, or serving on community tables and committees.

### 3. Personal Characteristics

The Community worker should demonstrate the following characteristics:

- Flexibility/ adaptability
- Organization skills
- Ethical behavior
- Warmth and empathy
- Work on a team
- Able to seek guidance if necessary in making decisions
- Able to plan and carry through
- Problem solving skills

### 4. Knowledge and Skills

The Community worker will have the following knowledge and skills:

- Computer skills
- Excellent interpersonal skills
- Excellent negotiating skills
- Knowledge of the local health and social service network

- Ability to defend the rights of the protégés in the health and social service system in an appropriate way
- Have knowledge of, and experience with, the handicapped and senior population.
- Ability to attend or animate community meetings and take notes in an appropriate fashion
- Excellent ability to work independently
- Exhibit attitude of non judgment

#### 5. Qualifications:

##### **Education**

- A university or college degree in social sciences: gerontology, social work, sociology, recreation, special education.

##### **Knowledge, skills and abilities:**

- Bilingual (French and English), knowledge of a third language an asset
- Experience and knowledge of the community sector and of existing resources and social services in the West Island
- Experience working in intervention
- Ability to manage crisis situations
- Experience working with seniors
- Comfortable working autonomously and as part of a team
- Strong analysis and research skills
- Good interpersonal and communication skills

#### 6. Working conditions

- The Community Worker will work in an office environment however, will work occasionally in the community for events and for meetings etc.
- The Community worker will work five days per week with flexibility to meet operational requirements.

Job Types: Full-time, Permanent

Salary: \$21.00-\$22.00 per hour

##### Benefits:

- Casual dress
- Extended health care
- Life insurance

Schedule: Monday to Friday