



Social Support Workers

Our Vision

An inclusive community where no one is marginalized, and everyone is valued and supported.

Mission Statement

We provide safe spaces that connect people and create community. We offer programs that address basic human needs and foster dignity, wellness and hope for all.

Our three sites; St Luke's Table, The Well, and Centre 454 are day programs that offer support to their respective communities to ensure that participants health, well-being, nourishment, and social needs are being met. The opportunities offered from our programs will promote equity, and address the barriers to housing, food, and income security. Everyone who comes to our agencies is given the opportunity to have their individual needs addressed through a variety of services unique to each agency and space. Our mission is to guide individuals towards their best potential. We treat everyone with dignity and respect.

Job Summary

The **Social Support Worker** reports to a Program Manager or Team Leader and is the front-line support to the participants of Belong Ottawa at St Luke's Table, The Well, and Centre 454. They are involved in all aspects of the daily operations and will participate in organizing social and other programming.

The Social Support Worker assists participants as required to meet their basic needs and work toward their goals. Programs are evaluated, and refined, on an ongoing basis in order to meet the needs of the participants.

The Social Support Worker is also involved in monitoring program goals and reporting on the outcomes of services as required by the Team Lead. Each of the day programs offer programs and services unique to their community needs.

The daily routine work requires minimal to moderate physical exertion. However, there may be instances that may arise that will require moderate to high physical exertion.

Centre 454
454 King Edward Ave

St Luke's Table
760 Somerset West

The Well/La Source
154 Somerset West



Social Support Workers may be called upon for outreach services in the local community. St Luke's Table, The Well, and Centre 454 provide street outreach, enabling us to reach a larger demographic, including assisting individuals living with disabilities.

Street outreach includes, but is not limited to, providing social support, personal hygiene supplies, referring individuals to our programs, networking with other agencies and making referrals to other community resources. Street outreach requires long periods of mobility within each community sector. The needs of each community are unique and as such we will support our communities to the best of our ability based on what each agency is able to offer.

If you can see yourself as a Social Support Worker and team player in our program, please submit your resumé via email: careers@belongottawa.ca

Values

We work hard to live and be known for our values:

- **Respect** – We treat those we serve and one another with dignity, consideration and respect.
- **Acceptance** – We accept all those in need and appreciate the wisdom and diversity they bring.
- **Openness** – We aspire to offer an open, inclusive and empowering community experience for those who come to our door, where each person feels accepted, safe, and respected and all are received, without exception, in a non-judgmental spirit.
- **Inclusivity** – We welcome all to our program, and we strive to ensure that everyone develops a sense of belonging and know that they are valued.
- **Collaboration** – We are committed to working collaboratively, welcoming new relationships and partnerships that increase our reach and our impact, respecting other's diverse expertise and experience.
- **Empathy** – We seek to act out of a deep understanding and appreciation of our participants' experience and daily realities.
- **Reciprocity** – We honour and value the ability of each other to contribute to St Luke's Table, The Well and Centre 454 in varying ways.
- **Passion for social justice** – We stand in solidarity with those we serve, advocating their rights and seeking social justice and equality.

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Duties and Responsibilities

1. Ensure that a safe and supportive environment is maintained at the Centre.
2. Assist in the planning and supervision of recreational activities.
3. Assist during mealtimes.
4. Encourage participants to be engaged in activities and daily tasks related to the program.
5. Provide information, assistance and advocacy to participants in accordance with the policies and procedures of each social service drop-in centre.
6. Provide support and to the volunteers at each drop-in centre.
7. Advise and mentor academic students, as directed by the Team Leader.
8. Make referrals to other agencies and community resources as required.
9. Ensure that each Centre is secured upon closing each day.
10. Ensure that emergency and critical participant incident management plans are affected appropriately.
11. Work collaboratively with the other staff on site, including the Program Administrator, other Program Support Workers, the Food Services Coordinator, ODSP Application Assistants, Social Support workers.
12. Support the Team Lead in the administration and operational responsibilities of the organization as required.

Job Requirements and Qualifications

1. Post-secondary education in the social sciences, social work or equivalent experience and education.
2. A client-centered and non-judgmental approach.
3. A demonstrated flexible approach with the ability to problem solve.
4. Understanding issues related to poverty, homelessness, addictions, mental illness and a strong motivation to support people to achieve their potential.
5. Strong interpersonal and communication skills.

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6. Ability to maintain professionalism in stressful situations.
7. Ability to work in a demanding and busy environment.
8. Experience working with people from marginalized communities and diverse populations.
9. Experience working with people who have experienced homelessness.
10. Excellent knowledge of community resources and social services in Ottawa.
11. Harm reduction training such as Naloxone and safe needle handling/disposing
12. Non-Violent Crisis Intervention Training.
13. First Aid, CPR, AED training.
14. Bilingualism, English/French, is preferred and additional languages would be an asset.
15. Moderate computer skills (ie: basic use of MS office)

COVID-19 Occupational Safety

With the recent occurrence of the COVID-19 pandemic, each new employee should be prepared to follow current COVID-19 protocols required on our sites. Relief support workers will need an understanding of how each site observes COVID protocols. Social Support Workers should be aware of where PPE is stored, how to properly dress and undress PPE, a thorough understanding of hand hygiene (hand washing and hand sanitizing) and keeping a physical distance of 2 meters (6 feet) between staff, participants and volunteers. Social Support Workers have an occupational right to deny work if they feel unsafe due to COVID-19, as well as staying home if ill.