

JOB POSTING

Posting #: 2023-12

TEAM LEAD – SHELTER SERVICES (FULL-TIME, PERMANENT)

*Join one of the **Top 10 Canadian Youth Impact Charities of 2022 today!**
Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.*

Eva's Turns Youth Homelessness into Home

Youth experiencing homelessness who are Black, Indigenous, 2SLGBTQ+, racialized, or newcomers are overrepresented in the population of youth experiencing homelessness. In Canada, racism, specifically anti-Black and anti-Indigenous racism, permeates society, creating social and health inequities.

To respond to the needs of homeless youth and decrease social and health inequities experienced by Black, Indigenous and racialized youth, culturally responsive supports and services must be provided. These supports center the identities and cultures of young people and affirm their holistic identity, taking into consideration the barriers they navigate in their daily lives. This ensures that services respond to the specific needs of youth instead of compounding the barriers they are already facing.

Eva's was founded in 1989 by Eva Smith, a Jamaican immigrant, advocate, and activist. You can learn more about her legacy here: [Home - Eva's Initiatives for Homeless Youth \(wpengine.com\)](https://www.wpengine.com/home-eva-initiatives-for-homeless-youth)

Eva's provides shelter, transitional housing, and health and well-being programming to help youth experiencing or at risk of homelessness in Toronto. Join our expert staff to help young people reach their potential and lead fulfilling, healthy lives.

At Eva's, we help young people move from crisis to stability with the ultimate goal of moving to independence. We work with each young person to develop an achievable action plan, attain their goals, and build strong community connections.

POSITION OVERVIEW

The Team Lead, Shelter Services, is responsible for providing leadership and day-to-day oversight of shelter programs. Reporting to the Senior Site Manager, Shelter Services the team lead ensures that staff is maintaining appropriate screening and safety protocols. The team lead is an integral member of the day-to-day operationalization of Emergency Shelter programs by assisting with

program delivery and providing direct support to shelter clients. As team leader, the incumbent demonstrates behaviors that model and support the vision and goals of the program to ensure its success and builds the same level of support and productivity in other members of the team. Working with Senior Site Manager, the team lead plans, develops, implements, monitors, and evaluates shelter programs and services.

Under the direction of the Senior Site Manager, the Shelter Team Lead provides leadership and direct oversight of staff and shelter operations.

RESPONSIBILITIES

- Ensures adherence to shelter policies and procedures
- Ensures staff compliance with COVID-19 protocols and documentation is completed
- Leads team to debrief following an incident and facilitates team decision-making.
- Ensures incidents are documented and follow-up occurs, if necessary
- Assist with staff orientation
- Assist Senior Site Manager with performance management
- Acts as a mentor to youth service workers
- Guides and supports shelter staff in entry-level case management
- Working with the Senior Site Manager to support staff and residents
- Assists with program implementation
- Participate in planning meetings with the manager
- Ensures shelter site safety protocols are adhere to
- Create a supportive and safe environment for clients and staff
- Provides leadership support in difficult situations
- Builds rapport with youth and assists in the de-escalation of potentially violent situations using effective non-physical strategies
- Maintains incident log and reports issues or areas of concern immediately to the Senior Site Manager
- Performs wellness checks on clients, First-Aid and CPR
- Supports client intake and discharge
- Provides entry-level case management support
- Assist with the on-call duties on a rotational basis
- Flexibility to work for all of Eva's sites
- Engages and communicates with clients following person-centered, trauma-informed philosophy and anti-Black racism approach
- Demonstrated ability in working with a trauma informed, harm reduction approach and from an Anti-Black racism, anti-oppression and culturally safe perspective/framework
- Understanding of issues related to youth homelessness, 2SLGBTQ identities, mental health and substance use problems and disorders, and developmental and learning disabilities

QUALIFICATIONS

- Minimum 3 years supervision experience in social service setting, preferably with youth
- Undergraduate degree in a relevant field and/or comparable experience
- Advanced understanding of issues of substance use, mental health and harm reduction gained through direct experience working with individuals, preferably youth
- Experience working from an anti-oppression framework
- Sound understanding of issues facing homeless youth
- CPR and First Aid Certified
- Knowledge of recovery model and trauma-informed practices
- Knowledge of case management for shelter clients
- Knowledge of harm reduction philosophy
- Experience working in a unionized environment
- Strong written and verbal communication skills
- Proficient in MS Word, Excel and Outlook
- Valid G –Level Driver’s License is an asset

APPLY

Submit a cover letter and resume in one PDF document to careers@evas.ca. Interviews will be conducted as soon as suitable candidates are identified. This position will be open until filled. Be sure to indicate [2023-12 Team Lead – Shelter Services](#) in the title. No phone calls, please.

CONDITIONS OF EMPLOYMENT

The City of Toronto has put in place a mandatory vaccination directive for City-funded shelters, and Eva’s is obligated to comply with this legislation as per our funding agreement. In view of this, new Eva’s employees are required to be fully vaccinated against COVID-19 as a condition of hire. New Eva’s employees will be required to provide proof of full vaccination status to the People and Culture team via an upload in ADP upon been granted access. This information will remain confidential and will not be disclosed to Eva’s staff or management. New Eva’s employees will be entitled to reasonable accommodation in accordance with human rights legislation.

Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening Police Reference Check. Eva’s would like to thank all applicants for their interest; however, only those selected for an interview will be contacted. In keeping with our ongoing efforts to represent the diversity of our community, we strongly encourage people from diverse groups to apply. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Eva’s provides accommodation, accessible formats, and communication supports for the interview upon request.

Eva’s is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities, and others who may contribute to the further

diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

Eva's has taken active steps to reduce the risk of transmission within our shelters, click here to learn what we are doing: <https://www.evas.ca/blog/covid-19-update/>

LAND ACKNOWLEDGEMENT

We acknowledge the land we occupy is the traditional territory of many nations including the Mississauga's of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississauga's of the Credit and the Williams Treaty signed with multiple Mississauga's and Chippewa bands.

We also acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly forcibly dis-planted Africans, brought here as a result of the Trans-Atlantic Slave Trade and Slavery.


LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at <https://www.evas.ca/employment/>

Eva's Initiatives for Homeless Youth

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 Connect with us @evasinitiatives