



## JOB POSTING

POSTING #: 2025-33

COMMUNITY SERVICE WORKER (PHOENIX) – LOA CONTRACT

WAGE RATE: \$28.51 PER HOUR, 40 HOURS A WEEK

## THE OPPORTUNITY

*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.*

*Learn more about Eva's Initiatives and the work that we do.*

*[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)*

## ROLE OVERVIEW

The Community Service Worker (CSeW) position plays a crucial role in providing assistance, guidance, and support to youth who may be experiencing crises or demonstrating challenging behaviors. The primary responsibilities are supporting the daily program operations, including conducting wellness checks, room checks, intake, and discharges. They should maintain consistent SMIS documentation of client meetings, with a focus on case planning and follow-up.

Additionally, the CSeW would be responsible for accompanying the youth to various appointments, such as court, medical, and other service providers. The incumbent will work closely with individuals facing various difficulties, offering emotional support, practical assistance, and connecting them with resources to address their needs.

The CSeW will provide facilitated recreational programming including sports and athletics, fitness, arts, media, entertainment, shelter, and community events with the overall goal of fostering healthier lifestyles for the youth. Within the traditional house, the CSeW will conduct monthly house meetings, performing regular health and safety checks to ensure that the cleanliness of the houses are well-maintained.

The Community Service Worker **reports to the Senior Site Manager (SSM) at Eva's Phoenix, 60 Brant St, Downtown Toronto. This is a Leave of Absence contract position.**

## RESPONSIBILITIES

As a Community Service Worker at Eva's Initiative for Homeless youth you will support the Site-level team to:

### Program Development:

- Work with site-level and program staff to bridge the gaps between service needs and access.
- Develop a diverse range of recreational programs tailored to the interests and needs of youth residing in the shelter.

- Collaborate on the development and implementation of joint recreational programs and activities.
- Coordinate activities, workshops, and events that cater to diverse interests and preferences.
- Identifying potential community partners that align with the goals and needs of the youth.
- Actively seeks opportunities for resource mobilization, whether it's through in-kind donations, sponsorship, volunteer support, or access to facilities and equipment.
- Utilize positive reinforcement strategies and establish clear boundaries with youth to promote a safe and structured environment.
- Collaborating with community partners enhances the visibility and reach of recreational programs.
- Create and curate a resource mapping process to identify relevant community-based resources to support youth.

#### **Coordination:**

- Liaise with counterparts across the agency to develop joint socio-recreational programming to support youth experiences and integration into communities.
- Lead and facilitate recreational activities in a safe and supportive environment, ensuring inclusivity and participation.
- Collaborate with other frontline staff, volunteers, and community partners to organize and coordinate special events, outings, and guest workshops aimed at enriching the recreational experience of youth.

#### **Evaluation:**

- Regularly assess the effectiveness of recreational programs through participant feedback, observation, and program evaluation.
- Use insights gathered to make necessary adjustments and improvements to enhance program quality and relevance.
- Collaborates with community partners to evaluate program outcomes.
- Gather feedback from participants and assess the success of joint initiatives.

#### **Documentation:**

- Maintain accurate records of program attendance, participation, and outcomes.
- Prepare reports as needed to track program impact and communicate achievements to stakeholders.
- Maintain accurate and confidential records of client interactions, progress, and any significant incidents.
- Documenting youth progress in Apricot database management system
- Prepare reports and documentation as required by organizational policies and funding requirements.

**Supportive Environment:**

- Cultivate a supportive and inclusive environment where youth feel valued, respected, and empowered.
- Serve as a positive role model and mentor, promoting healthy relationships and behaviour.

**Safety and Compliance:**

- Ensure compliance with all safety protocols and regulations during recreational activities.
- Take necessary precautions to minimize risks and respond promptly to any emergencies or incidents that may arise.

**Promotion and Outreach:**

- Work closely with partners to promote upcoming events, workshops, and activities through various channels, including social media, newsletters, and community networks.
- Advocates for the needs and interests of homeless youth, raising awareness about the challenges they face and the importance of recreational opportunities in their lives.

**Crisis Intervention:**

- Support Respond promptly and effectively to crises or challenging situations that arise within the shelter environment.
- Utilize de-escalation techniques and crisis intervention strategies to ensure the safety and well-being of both youth and staff.
- Implement behavior management techniques to address disruptive or harmful behaviour exhibited by youth.

**Case Management:**

- Provide case management support to frontline workers.
- Complete assigned case loads
- Coordinate with internal and external stakeholders to ensure comprehensive support services are accessible.

**Life Skills Development:**

- Develop and supports independent living workshops for youth.
- Facilitate workshops and activities aimed at enhancing the life skills and independence of youth.
- Provide guidance, instruction, and encouragement to foster skill development and confidence.

**Other**

- Maintain up-to-date knowledge of available resources and advocate for the needs of clients.
- Provide on-site coverage to support the overall functioning of day-to-day operations.
- Support SSM and other staff in positive youth development activities

## QUALIFICATIONS

- Bachelor's Degree or College Diploma in related field (Social Work, Child and Youth Work, Social Services) or relevant mix of education and experience
- A minimum of 3 years working in youth services sector
- Ability to plan, develop and facilitate independent living workshops
- Comprehensive understanding of the issues of homelessness, youth homelessness and the barriers facing youth, particularly Black youth seeking housing and integration into society.
- Ability to engage and build youth focused partnerships across a wide cross-section of community and sector-based stakeholders.
- Experience working with database management systems
- Knowledge of individual supportive counselling and group facilitation
- Understanding of anti-oppression, Anti-Black racism, critical disability, LGBTQ2S and trans-positivity, trauma, harm reduction, recovery approach in support to mental health and strengths-based principles into practice
- A demonstrated ability to organize work, set priorities, meet deadlines and work under pressure of time constraints.
- Understanding of harm reduction principles and strategies
- Ability to work with diverse populations with sound understanding of principles of anti-oppression.
- Strong administrative skills including writing case management notes, data collection and entry.
- Excellent interpersonal skill and demonstrated ability to work effectively with youth.
- Ability to engage, listen and advocate for improved systems outcomes for youth.
- Certificate First-Aid/CPR, TSS, Non-Violence CPI, Food Handlers
- Computer literacy with MS Office suite (Word, Excel, PowerPoint, and Outlook)
- Valid Ontario Class "G" Driver's License with a clean 3-year driving abstract.

## APPLY

Submit a cover letter and resume in one document by **January 2, 2026**, to [careers@evas.ca](mailto:careers@evas.ca) Be sure to indicate **2025 –33- CSW LOA Contract** in the title. No phone calls, please.

## CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

## LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

## LOOKING TO LEARN AND GROW WITH US?

Check out other all our employment opportunities on our website at

<https://www.evas.ca/employment/>

**Eva's Initiatives for Homeless Youth**

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