



JOB DESCRIPTION: SOCIAL SERVICES SUPPORT WORKER

JOB STATUS: Full time, Permanent

BENEFITS: Eligible after 3 months

HOURS/WEEK: 36-40 hours per week. Tuesday-Friday 9am-6pm with 4 hours flexible time

COMPENSATION: \$24/hour

SPECIAL REQUIREMENTS: Vulnerable Sector Check completed upon Hiring

OVERALL RESPONSIBILITIES:

Food Security Support (approx. 18 hours/week)

- Supports the planning and execution of food programs including Breakfast Club, Food Bank, Food Recovery, Food Deliveries, and Food Skills & Nutrition.
- Set-up the food bank during drop-in days with help from volunteers
- Provides intake, referral, and distribution assistance during open public days.
- Prepares food, packaging, and distribution to community members in compliance with all food safety practices as outlined by the health authority.
- Maintains cleanliness of kitchen equipment, including fridges and freezers and rooms.
- Pick-up donations from grocery stores, track donations weights
- Sort, compost and recycle recovered food items.
- Repurposes foods from food rescue program into Food Bank when needed
- Act as the back up recovery person during Farmer's Market season on Sundays if needed.
- Receive, store inventory for food programs
- Ensures food programming information data is accurately updated and maintained.
- Distribute coupons to Food Skills and Nutrition participants
- Support food skills workshops with set-up, and clean up
- Supports fundraising events and in community events to share information about Food Security programming
- Additional related duties as assigned.

Administration support (Approx 18 hours/week)

- Create a welcoming environment by greeting visitors and guide them where they need to go.
- Answer phone calls and take messages;
- Assist in preparation for programming in the rooms in which they occur
- Receive deliveries and invoices and double check for accuracy
- Making sure the relevance and currency of the website and bulletin boards are updated regularly
- Assist with staff and client programming when needed
- Foster a community of collaboration and inclusion
- Additional related duties as assigned



Extreme Weather Shelter support (Approx 4 hours/week from September-April)

- Support in the operations of the Extreme Weather Shelter from October 15th-April 15th annually which provides community members with safe temporary housing at no cost for those at risk of homelessness in cases of adverse weather which causes unsafe conditions.
- Help in recruitment of shelter support worker staff prior to October
- Work closely with Director of Social Services to oversee operations of the Weather Shelter
- Monitor weather forecasting websites to predict upcoming weather trends to determine activation and deactivation of shelter
- Schedule support worker team to ensure proper coverage during activation periods
- If working at the Shelter; assist in set up, take down, and storage of mats, blankets, sleeping bags , welcome guests upon arrival, refer all clients to appropriate community services and programs where needed, crisis intervention and de-escalating potential violent or unsafe situations, minor cleaning and maintaining tidiness of space, check that all supplies based on checklist are stocked and contact WCSS if supplies need replenishing, check in with next scheduled Shelter staff and provide them with any important and relevant information
- Ensure printed signs are visible with information such as shelter operation hours, quiet time expectations, commitment to antiracism behavior, crisis contacts
- Additional related duties as assigned

Your experience can include:

- 1 – 2 years of professional experience within the charitable sector
- Flexibility and adaptable to a fast paced environment
- Able to tolerate exposure to noisy conditions and prolonged standing.
- Able to lift packages weighing up to 50 pounds is required.
- A driver's license
- Experience working with food is highly desirable
- First Aid, Mental Health First Aid, Cultural Competency and Food Safe training are an asset.
- Strong time management and organizational skills.
- Excellent communication skills, written and verbal.
- Exceptional attention to detail and multitasking skills.
- Has knowledge or willing to gain knowledge on community mental health resources and how to make appropriate referrals
- Commitment to anti-racism and anti-oppression training

WCSS is dedicated to diversity and inclusion. Our commitment is reflected in our programming, the clients we engage with and the team members we employ. We encourage a workplace in which individual differences are recognized, appreciated, and respected. We welcome applications from all qualified candidates.