



Job Posting

URGENTLY HIRING

POSITION TITLE: Support Workers

DEPARTMENT/PROGRAM: Various Programs

REPORTS TO: Leadership Team

SUBMIT APPLICATION BY: Internal/External - Application Deadline: Ongoing

PURPOSE: The Busby Centre is a community-based organization committed to providing safe, respectful, and welcoming services to individuals experiencing or at risk of homelessness and housing instability throughout Barrie, Springwater, Midland, and South Georgian Bay.

Guided by the principles of **Housing First, Harm Reduction, and Trauma-Informed Practice**, we support individuals in achieving housing stability, improving well-being, and building meaningful connections within their communities.

We are currently seeking compassionate, reliable, and adaptable **Support Workers** to join our team. Support Workers may be assigned to work within one or more Busby Centre programs, including emergency shelter, transitional housing, outreach, supportive housing, warming centres, and other housing-focused initiatives.

This position provides direct support to participants while contributing to a safe, respectful, and welcoming environment.

Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding. There are multiple FULL-TIME and PART-TIME positions available.

LOCATION: Barrie, ON & Collingwood, ON

RESPONSIBILITIES:

Participant Support

- Build respectful, trusting relationships with participants using a person-centered, strengths-based approach.
- Support individuals experiencing homelessness, mental health concerns, substance use challenges, poverty, and other barriers.
- Assist participants in accessing housing, income supports, healthcare, community resources, and basic needs.

- Encourage participant independence through life skills development and individualized support.
- Provide emotional support, crisis intervention, conflict resolution, and de-escalation as required.
- Support recreational, educational, and community-based programming.

Program Operations

- Monitor participant and site safety while maintaining a welcoming environment.
- Complete routine building rounds and wellness checks.
- Perform daily housekeeping duties including cleaning, laundry, garbage removal, and sanitization.
- Assist with meal service, donations, inventory, and distribution of supplies.
- Support volunteers and contribute to positive team functioning.
- Assist with transportation and community appointments when required.

Outreach & Community Engagement (as assigned)

- Conduct outreach visits within the community.
- Assist with distribution of food, hygiene products, clothing, and harm reduction supplies.
- Support participants in accessing appointments, emergency services, and housing resources.
- Represent the organization professionally with community partners.

Documentation & Communication

- Complete accurate documentation of participant interactions.
- Maintain participant records using HIFIS or other organizational systems.
- Communicate effectively with coworkers, supervisors, volunteers, and community partners.
- Participate in team meetings, supervision, and ongoing professional development.

Other Duties

- Perform additional duties as assigned that support program operations and participant outcomes.

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to the Busby Centre's health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

QUALIFICATIONS:

- Diploma or Degree in Social Services, Community Services, Human Services, Psychology, or a related field, or an equivalent combination of education and experience.
- Individuals currently completing a related post-secondary program are encouraged to apply.
- Experience working with individuals experiencing homelessness, poverty, mental health challenges, addictions, or other complex needs is preferred.
- Lived experience is considered a valuable asset.
- Knowledge of Housing First, Harm Reduction, Trauma-Informed Care, and person-centered practices.
- Strong interpersonal, communication, conflict resolution, and crisis intervention skills.
- Excellent organizational, problem-solving, and time management abilities.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Experience using Microsoft Office, Google Workspace, and electronic case management systems (HIFIS considered an asset).
- Ability to maintain professional boundaries and exercise sound judgment.

- Certification (or willingness to obtain) in:
 - NVCI (Non-Violent Crisis Intervention)
 - Standard/Level C First Aid & CPR
 - AED
- Vulnerable Sector Police Check required.
- Valid Ontario Driver's License and reliable transportation may be required depending on program assignment.
- For overnight shift:
- Able and willing to work overnight (awake).

SCHEDULE/WORKING CONDITIONS:

Contract, **starting as soon as possible**. The available positions may entail a flexible schedule, encompassing day, evening and night shifts or a combination of all, as well as weekday and weekend shifts. This position works in a direct capacity with vulnerable individuals experiencing a myriad of challenges, in addition to accommodating the varied work schedules of employees.

WAGE: \$24.60 per hour to start

COMPENSATION PACKAGE (AFTER 3 MONTHS):

- Confidential Employee Assistance program (EAP) for you and for your immediate family
- Life insurance, long term disability, extended health and dental benefits;
- Employer paid vacation and sick time

HOW TO APPLY:

Applications can be sent by applying on Indeed or sending a cover letter and resume to: careers@busbycentre.ca. Please ensure you are including "Support Worker" in the subject line. **We thank all those who apply for this position. However, only those applicants selected for an interview will be contacted.**

DIVERSITY & INCULSION: The Busby Centre is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. The Busby Centre is committed to providing accommodation for persons with disabilities throughout the recruitment process. If you require any accommodation, please let us know prior to your interview.

USING ARTIFICIAL INTELLIGENCE (AI): Please note that your application and any related materials you provide may be processed, stored, reviewed, or otherwise used by systems in our recruitment selection process that may interact with AI tools. This includes any AI integrated functions that may be utilized by the job board through which you applied to.