



## ADMINISTRATION

P.O. Box 40569 Six Points Plaza, Etobicoke, ON M9B 6K8

Toll Free: 1-888-364-1210

Fax: (416) 364-0563

[www.awhl.org](http://www.awhl.org)

Charitable Registration Number: 127624443 RR0001

## EMPLOYMENT OPPORTUNITY

**Title:** Gender-Based Violence Housing Support Services Specialist (non-union)

**Reporting to:** Manager of Client Services and Quality Assurance

**Employment Type:** One-year contract with the possibility of extension

**Location:** On-site, at the Assaulted Women's Helpline office in Etobicoke, TTC accessible

**Hours of Work:** Monday – Friday, 9:00 am – 5:00 pm, totaling 35 work hours per week, with occasional evenings or weekends

**Compensation:** \$59,113.00 to \$65,756.00 (+ 4 % vacation pay)

### Who We Are

The Assaulted Women's Helpline (AWHL) is a responsive and dynamic community-based organization providing 24-hour, 7-day-a-week telephone, TTY and online crisis counselling and referral services for any woman in the province of Ontario experiencing abuse. We work from an integrated feminist, anti-racist, and anti-oppressive framework. AWHL's trained counsellors provide crisis counselling, safety planning, emotional support, information, and referrals. The AWHL also operates the Seniors Safety Line, a 24/7 crisis line service for Ontario seniors experiencing abuse or neglect.

The AWHL staff team is committed to working in a coordinated way with community partners and sister agencies to bridge gaps in service and identify emerging issues or trends relevant to the women and seniors we work with.

### Role Overview

The Gender-Based Violence Housing Support Services Specialist sustains, enhances, and creates relationships with Access to Housing staff within the City of Toronto and GTA housing providers. The Specialist of Gender-Based Violence, Housing Support Services, works collaboratively with MCCSS funded THSP agencies, VAW shelters, the Toronto Region Violence against Women Coordinating Committee (VAWCC), MCCSS, the City of Toronto and other GTA housing providers to reduce barriers to access to housing for women who are experiencing Gender-Based Violence.

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### CRISIS LINES (ONTARIO)

Toll Free: 1-866-863-0511

TTY Toll Free: 1-866-863-7868

Mobile: #SAFE (#7233)

Senior Safety Line: 1-866-299-1011



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## **Key Responsibilities**

- Responsible for the administration of the VAW stream of affordable housing programs for GBV shelter clients in the City of Toronto.
  - Attend meetings with the THSP, VAW shelters, and VAWCC working groups to discuss the Terms of Reference/Partnership Agreement between MCCSS VAW Agencies and the Housing Secretariat, as well as related topics.
  - Attend meetings with City of Toronto representatives to collaboratively work on and enhance the Terms of Reference/Partnership Agreement between MCCSS VAW Agencies and the Housing Secretariat.
  - Actively contribute to the mandate and vision of the networks' goals by providing feedback and participating in initiatives and committees.
  - Develops a measurement framework for regular reporting on both KPIs and evaluation of housing programs.
  - Analyze broad problems around operations, policies or specialized programs and develop solutions.
  - Demonstrate tact, discretion, and persuasion to recommend changes to strengthen and improve policies, procedures and processes.
  - Build capacity and strengthen understanding of best practices for staff in THSP and VAW shelters to increase access to housing for women experiencing gender-based violence.
  - Create opportunities for staff in THSP and VAW shelters around guest speakers and training on new policies, procedures, or housing initiatives.

## **Qualifications**

- Post Secondary degree or diploma in social service
- Min 3 years' experience in a social service setting (experience with housing programs preferred).
- Proven track record of building consensus within supported networks.
- Experience developing and implementing successful training and planning workshops and meetings.
- Possess a deep understanding of the current housing climate and how unaffordability, inaccessibility and intersectionality can further marginalize some groups of women seeking support and housing.
- A demonstrated commitment to the principles of social justice, understanding of diverse cultural experiences, anti-oppression, equity, and inclusion.
- Strong understanding of the policies, procedures, and opportunities within housing programs \*COHB, RGI, SPP, Rapid Rehousing and other housing programs in Toronto and the GTA.

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- Knowledge of the Ontario Housing Service Act, Housing Action Plan, tenant support programs, and eviction prevention programs.
- Superior interpersonal skills to foster positive relationships and demonstrated ability to bring consensus while working with various stakeholders.
- Excellent written and oral communication skills
- Proactive, action-oriented, and goal-focused, able to manage long-term goals while ensuring day-to-day priorities.
- Able to manage and prioritize competing tasks.
- Able to de-escalate urgent and stressful situations.

## Application

Please submit your cover letter and resume to:

Amanda Grossi

[agrossi@awhl.org](mailto:agrossi@awhl.org)

**Closing date:** August 25, 2024

## Our Commitment

The AWHL is committed to developing a staff team that reflects the diversity of the communities we serve. We welcome and encourage applications from members of groups with historical or current barriers to equity, including Black, Indigenous, and racialized people, members of the LGBTQ2S+ community, people with disabilities, and people with lived experience of gender-based violence. A vulnerable sector police screening check from the successful candidate will be required within the first month of employment.

If you are an individual with a disability, accommodation is available on request for candidates taking part in all aspects of the selection process. No telephone inquiries, please. AWHL thanks all applicants for their interest; only those applicants selected for an interview will be contacted.

For more information about the Assaulted Women's Helpline, visit [www.awhl.org](http://www.awhl.org)

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