St·Michael's Mission St-Michael

## INTERVENTION WORKER

Under the supervision of the Intervention Programs Coordinator, the Intervention Worker offers psychosocial support, active listening in a humanistic and inclusive approach and personalized support to the beneficiaries who visit St. Michael's Mission. He or she must always provide quality service to beneficiaries, in accordance with the policies and procedures put in place by the organization.

### GENERAL RESPONSIBILITIES

1. Assess the various psychosocial needs formulated by the beneficiary, generally related to housing issues, food and clothing insecurity, substance abuse, mental health and employability, and provide them with appropriate support
2. Be attentive to and maintain a relationship of trust with beneficiaries
3. Assist beneficiaries with their various administrative needs
4. Establish and maintain collaborative and referral relationships with other community resources (UPS-J, EMMIS, CLSC, community organizations, addiction rehabilitation centers, etc.)
5. Provide short-to-medium-term support to beneficiaries: in collaboration with the Intervention Programs Coordinator, develop and follow intervention plans taking into account the various goals and priorities of each beneficiary
6. De-escalate crisis situations
7. Report all interventions in the observation log or adapted platform
8. Participate in team meetings
9. Represent the Mission and its values during collaborations with other organizations and partners
10. Organize activities for the beneficiaries (artistic workshops, games, discussion groups, etc.)
11. Participate and assist in the reception, organization and distribution of donations (food, clothing, hygiene products, etc.)
12. Carry out any other tasks assigned by the Intervention Programs Coordinator

### EXPERIENCES, SKILLS AND ABILITIES

- **Education**: University degree in a relevant discipline (social work, sociology, psychology, criminology, etc.) or a combination of education and work experience deemed equivalent
- **Experience**: Minimum of two years of experience with a vulnerable and marginalized population or relevant experience in community service
- Knowledge of issues related to homelessness, substance abuse, mental health and lifestyle habits
- Excellent communication skills (attentiveness, approachability, empathy, emotional maturity)
- Organizational skills, autonomy and initiative
- Crisis management and problem-solving abilities
- Judgment, discernment and analytical skills
- Strong teamwork skills
- Fluency in written and spoken French; very good knowledge of English

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- Proficiency in Microsoft Office suite
- Adherence to the organization's mission and its values of continuity, trust, collaboration and kindness

**WHAT WE OFFER**

- A one-year temporary position with a flexible schedule of 21 to 28 hours per week
- A salary of $25/hour
- A free meal from our kitchen available every working day
- Easy access to public transportation

**WHO WE ARE**

*St. Michael's Mission is an independent charitable organization that has been working directly with people experiencing homelessness and food insecurity in downtown Montreal since 1927. The Mission serves as an important link in the chain of services for the city's disadvantaged and marginalized population. We offer hot breakfasts and meals, showers, personal hygiene products, emergency clothing and food to a multilingual and multicultural clientele. Other core services include crisis intervention as the first step in rehabilitation, as well as information, referrals and support for help with mental health and addiction issues. In addition, we help our visitors navigate government systems and services such as social assistance, unemployment insurance, and immigration.*

**Join our team!**

Send your resume and motivation letter to **info@stmichaelsmission.ca**. The start date is immediate and only candidates considered for the position will be contacted.

*St. Michael's Mission adheres to the principles of employment equity and diversity and is committed to building a workplace that reflects the rich diversity of the Montreal community.*