

The City of Winnipeg is a vibrant and dynamic organization with many opportunities!

We offer a diverse and welcoming work environment that delivers quality services to our citizens.

Community Crisis Worker

(Lived experience within a First Nation, Métis or Inuit Community is a requirement)

Community Services
Library Services Division
Posting No: 121159

Closing Date: June 8, 2022

Job Profile

Based at Millennium Library, the Customer Service Specialist will resolve challenging customer behaviour issues and help create a safe and welcoming environment for all library users. The position will provide short-term assistance and referral to resolve situations and provide support to vulnerable individuals. Lived experience within a First Nation, Métis or Inuit Community is a requirement of this role.

As the *Community Crisis Worker*, you will:

- Works with Library administration, library staff, security, and other agencies to create a safe and welcoming environment for all library users. De-escalate volatile situations if and when they occur, equally prioritizing staff and client safety.
- Actively work to create a comfortable, welcoming environment within the library system including in the Community Connections space, bringing ideas on improvements to the Administrative Coordinator.
- Maintain and update booking schedule for Community Connections space to bring in outside resources for vulnerable customers. Make appropriate referrals and follow-ups on connection to agencies and services to meet assessed need. As well as, referring individuals to shelter, mental health, employment, training or other opportunities in the community.
- Provides immediate short-term assistance, resource coordination, and referral to resolve situations and provide support to vulnerable individuals.
- Conducts research in the area of professional expertise and provides information, reports, and statistics related to vulnerable customers.
- Provides training for Library staff and security working with vulnerable customers.
- Establishes and maintains effective working relationships with other support agencies, departments, and organizations that provide service to vulnerable customers.
- Conducts Library site visits as needed to provide advice and expertise.
- Participates in various committees and working groups as required.
- Performs other duties consistent with the classification as required.
- Must be willing to work with ESS
- Maintain accurate and up to date case files, including summaries and statistical reports as required.

Your education and qualifications include:

- Bachelor of Social Work Degree.
- 3 years of experience in the social work field.
- Knowledge and experience in the area of community support and development.
- A thorough knowledge of other social service programs and community resources and experience working collaboratively with other agencies and disciplines.
- Ability to establish and maintain positive working relationships with employees at all levels of the organization, external contacts, and the public, in accordance with Respectful Workplace Policy.
- Strong organizational skills and the ability to multi-task in a stressful environment.
- Strong oral and written communication skills.
- The ability to exercise independent professional judgment within the parameters of delegated authority.

- Experience in training, public speaking, or the preparation and delivery of presentations.
- Demonstrated strong commitment to the profession of social work and the Canadian Association of Social Work (CASW) Code of Ethics and the Manitoba College of Social Workers Standards of Practice.
- Project management skills.
- Knowledge of computers and the ability to use Microsoft Office in daily work.
- Must possess a valid Class 5 driver's license.

Conditions of employment:

- Lived experience within a First Nation, Métis or Inuit Community is a requirement.
- The successful applicant must maintain legal eligibility to work in Canada. If the successful applicant possesses a work permit, it is their responsibility to ensure the permit remains valid.
- A Police Information Check (Vulnerable Sector) Satisfactory to the employer will be required from the applicant(s) or successful candidate(s), at their expense. To obtain a Police Information Check please visit www.winnipeg.ca/police.
- Applicants may be required to undergo testing to determine their knowledge, abilities as they relate to the qualifications of the position.
- Prior to commencement of employment, the successful applicant will be required to provide proof of COVID-19 vaccination by providing a Government of Manitoba issued QR code and photo identification or providing proof of an exemption from the COVID-19 vaccination approved by the Government of Manitoba.
- Ability to communicate in both Official Languages is considered an asset.

CORE COMPETENCIES FOR ALL EMPLOYEES OF THE CITY OF WINNIPEG:

- Citizen & Customer Focus
- Respecting Diversity
- Ethics and Values
- Integrity and Trust
- Results Oriented

How to Apply

APPLY ONLINE, including all documentation listed below:

1. Current resume AND Application Form (**Required**).
2. Applications submitted without REQUIRED documentation will not be considered.

Your application documents must clearly indicate how you meet the qualifications of the position.

Notes

Online applications can be submitted at <http://www.winnipeg.ca/hr/>. For instructions on how to apply and how to attach required documents please refer to our [FAQ's](#) or contact 311. The City of Winnipeg uses the [Korn Ferry Leadership Architect Competency Model](#) as part of the recruitment process.

The salary range for this position is \$2,527.20 - \$2,779.50 bi-weekly, as per the classification within the CUPE Collective Agreement.

We have great benefits and competitive salaries, and we are committed to ongoing learning and career development!

The successful applicant may be required to complete a health assessment at Occupational Health to ensure that they are physically capable of performing the duties of the position.

We value diversity in our workplace. Indigenous peoples, persons with disabilities, 2SLGBTQ+ peoples are encouraged to self-declare.

Only candidates selected for interviews will be contacted. Requests for Reasonable Accommodation will be accepted during the hiring process.