

**External Job Posting:**

**Peer Support Worker  
Promise of Partnership Program**

**AGENCY OVERVIEW:**

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

**POSITION OVERVIEW:**

The primary role of the Promise of Partnership (POP) project is to promote the mental well-being of newcomers through the provision of trauma informed psychoeducational group programs, community engagement, and orientation to the mainstream mental health system. As a member of the Promise of Partnership team the Peer Support Worker will support Government Assisted Refugees (GARs) to engage with programs and services offered by the Promise of Partnership Project and other community and mental health services within Waterloo Region. This role supports the Promise of Partnership project to engage newly arrived GARs in an effort to support their overall wellbeing and sense of belonging in Waterloo Region.

The main duties of this role are to ensure that newly arrived newcomers who have a desire or need to connect with community services have the support of a peer to guide them in accessing these services. This may include riding a bus with participants to POP group programs, waiting with them while they receive services, coaching through conversations with service providers, and engaging in outreach activities. This position supports the participation of adults, youth and children in a culturally sensitive manner through informal language translation (where possible).

The Peer Support Worker will work closely with the both the staff of Carizon's Promise of Partnership team and staff of Reception House.

This position is a full-time (35 hours/week) contract position until March 31, 2018.

**RESPONSIBILITIES:**

- Help newly arrived GARs to attend POP group programs and other community service appointments within Waterloo Region
- Demonstrate how to use public transportation to attend programs and services
- Provide informal support to participants as they learn to navigate the community service and mental health system
- Complete appropriate documentation on interactions with participants as required
- Communicate with POP staff and Reception House staff about participants in need of support
- Attend "Well-Being Orientations" with newly arrived GARs to initiate introductions and build relationships
- Attend outreach activities to engage newcomers and build relationships
- Use social media, such as Facebook, as a means of connecting with families and individuals
- Provide informal language translation when in the community for GARs who may speak the same language
- Arrange for an interpreter to attend community service appointments when necessary.
- Be supportive to participants and provide a positive role model when providing site support and translation.
- Demonstrate appropriate interactions with service for providers
- Contribute to team effectiveness by attending meetings, and sharing information.
- Participate in professional development and training to support their role responsibilities

- Report any incidents or issues involving clients to the Community Services Clinical Manager
- Arrive on time to shift and to all appointments and meetings with clients and POP staff
- Ensure that occupational health and safety requirements are followed at all times
- Other duties as required

**REQUIRED CREDENTIALS:**

- Lived experience as a refugee or newcomer to Canada strongly preferred
- Two years or more of post-secondary education in any field
- Knowledge of Region of Waterloo settlement services and community services, including familiarity with program eligibility requirements and accessing service
- Knowledge or experience using POP programs or Reception House services is considered an asset
- Strong communication skills in native language and in English
- Experience volunteering or working within the community
- Experience in a peer support or support services role is considered an asset

**HOW TO APPLY:**

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: [hr@carizon.ca](mailto:hr@carizon.ca), quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

*\*Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<b><u>SALARY:</u></b> Grade 6	<b><u>STATUS:</u></b> Full-time Contract	<b><u>COMPETITION NUMBER:</u></b> 56-17 (NUC-53)
<b><u>LOCATION:</u></b> Kitchener/Waterloo	<b><u>HOURS OF WORK:</u></b> 35 hours/week	<b><u>POSTING PERIOD:</u></b> December 19-29, 2017
<b><u>EMPLOYEE GROUP:</u></b> Non-Union	<b><u>SCHEDULE:</u></b> TBD	<b><u>START DATE:</u></b> ASAP