



JOB TITLE: Welcoming Streets Steward

Application deadline: December 9, 2022

Expected start date: January 9, 2023 (one year contract)

Reports to: Welcoming Streets Program Coordinator

Relationships with:

- BIA Executive Director
- BIA Media & Marketing Coordinator
- BIA Membership
- Existing services that serve individuals with complex needs

Role of the Downtown District BIA

The Belleville Downtown District BIA exists to position downtown Belleville as a vibrant community.

Our Values

- Collaborative Partnerships with our members and other stakeholders
- Forward Thinking – envisioning a new future
- Being Accountable – delivering on our commitments
- Active Two-Way Communication with our members and other stakeholders
- Passion to Succeed – with passion comes change

Brief Description

The Welcoming Streets Steward works in Downtown Belleville to address concerns identified by stakeholders and the public, involving vulnerable individuals.

The Welcoming Streets Steward responds to situations that may not require police intervention, with the hope of preventing police involvement and facilitating positive relationships between stakeholders and vulnerable individuals. They also assist individuals by connecting them to appropriate agencies via systems navigation. In addition, this position focuses on building capacity among downtown businesses to be better equipped to handle concerns and build empathy towards people that are vulnerable and living on the street.

The role of the Welcoming Streets Steward

The Welcoming Streets Steward is someone who has experience working with individuals that have addiction/homelessness/mental health struggles and who can use that experience to readily build trust and positive rapport with those who are most marginalized. They also will act as a bridge to appropriate services, maintaining a close integrated relationship with them.

Goals of the Welcoming Streets Initiative

1. Dedicated to the Belleville downtown core to address concerns identified by business owners and the public involving individuals experiencing homelessness.
2. Develop authentic, positive relationships with business owners, residents and visitors to the downtown core as well as partners within the social service sector.
3. Build trust and a positive rapport by developing authentic, positive relationships with street-involved individuals in vulnerable circumstances.
4. Build capacity among local businesses to be better equipped to handle concerns and to build empathy and understanding.
5. Respond to and address situations in the downtown core that do not necessarily require police intervention.
6. Work in a close and integrated way with existing services that serve individuals with complex needs by:
 - Interacting with the individual(s) involved, if appropriate and safe to do so
 - Offering a person-centered and community-based approach
 - Connecting the individual with appropriate social service agencies
 - Calling BPS, EMS or other response teams, for assistance when appropriate

Qualifications

- Degree in Psychology, Child and Youth Care and/or diploma in Social Service Work, Community and Justice Services, Social Work or equivalent.
- A minimum one year of front-line experience with outreach provision, de-escalation, and working with people who are marginalized, street-involved, and struggling with mental health/addiction issues.
- First Aid and CPR Level C+
- ASIST Suicide Prevention considered an asset
- Mental Health First Aid considered an asset

Knowledge, Skills, Abilities

1. Ability to develop positive relationships with marginalized individuals, building trust with ease, and working to assist the vulnerable population.
2. Demonstrated experience in applying a harm reduction, trauma-informed, and person-centered service philosophy to the provision of services for people with serious addictions and mental health issues.
3. Diplomacy when working alongside stakeholders.
4. Able to work independently and collaboratively as part of a team, and have good organizational, communication, interpersonal, and problem-solving skills.
5. Experience and ability to adhere to a high level of confidentiality.

Work Environment

- 80% of time is outreach work, including on foot travel throughout the downtown core including parks, riverside, streets, businesses, libraries, and community agencies. Able to walk extensively.
- Supporting individuals and businesses may occur within various businesses and agencies downtown district.
- Dress appropriate to the weather is expected. Welcoming Streets and/or BIA uniforms may be supplied.
- 20% of time will be spent in the office. Space is a well-lit, ventilated space with stairs and elevator, shared with other BIA and/or Welcoming Streets staff.

Principal Job Duties

Outreach Services

- A. Build and maintain working relationship with the following agencies:
 - a. City of Belleville
 - b. Grace Inn Shelter
 - c. Salvation Army Food Program
 - d. United Way Hastings & Prince Edward
 - e. Hastings County Community & Human Services
 - f. Bridge Street United Church
 - g. Peer Support Freedom Center
 - h. Quinte Health Care's Crisis Intervention Centre
 - i. Community Development Council of Quinte (CDC)
 - j. Hastings Prince Edward Public Health
 - k. Belleville & Quinte West Community Health Center
 - l. Belleville Police Services (BPS) and IMPACT
 - m. CMHA Hastings Prince Edward Addictions & Mental Health Services
 - n. Belleville Public Library
 - o. John Howard Society
 - p. Hastings County Community Response Team
 - q. 211 Ontario
 - r. Hastings Housing Resource Center/ Youthab

s. Other agencies as relationships are established

B. Respond to concerns identified by business owners, police, and the public by engaging vulnerable individuals to provide support, de-escalation, and ultimately to connect them with appropriate professional services.

C. Act as an advocate by aiding in accessing food, housing and financial assistance resources, as well as addictions and mental health supports.

D. Assist in the development, implementation, evaluation and ongoing improvement of the Welcoming Streets program

E. Input and development of print/signage communication tools.

Support Downtown Businesses

- Build and maintain positive relationships with businesses and services in the Downtown District.
- Respond to concerns identified by business owners, employees and visitors to the Downtown District for assistance involving at-risk, or challenging individuals.
- Co-facilitate workshops to downtown businesses on related topics/concerns (i.e., addiction, stigma, harm reduction, basic de-escalation strategies)

Administration, Quality Improvement and Report Writing

- Document information regarding outreach contacts
- Complete Incident Reports as required
- Daily Data input
- Daily report/case note writing
- Follow policies and standards regarding confidentiality and documentation. Ensure all necessary reports are completed accurately and in a timely manner.
- Attend relevant meetings and planning activities.
- Participate in quality improvement and evaluation activities.
- Take part in annual mandatory training, as well as other training relevant to your duties.

Things to Consider

- High level of physical activity
- High level of face-to-face communication
- Ability to draw healthy personal and professional boundaries and the significance of self-care
- Positive outlook and ability to navigate potentially negative conversations and situations
- Ability to manage conflict and de-escalate potentially violent situations

Salary & Hours

- \$25/hr for 35 hours a week
- Tuesday- Friday from 11am-6pm, Saturdays from 10am-5pm, with varying shifts on evenings and weekends depending on the needs of the community.

Interested applicants are encouraged to submit resumes and cover letters online to Sara Behring, Welcoming Streets Program Coordinator at welcome@downtownbelleville.ca, quoting “Welcoming Streets Steward Application.”

Personal information and any supporting material will be administered in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). We thank all applicants who apply but advise that only those selected for an interview will be contacted.

The Downtown Belleville District BIA is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Division to ensure your accessibility needs are accommodated throughout this process.