



Position: Centre Support Worker, Full-Time, Day-shift

Hours: 37.5 hrs weekly (Mon-Fri, 8am-4pm)

Includes provision of health benefits after probationary period completion

Length: Full-time, Permanent, \$17.25 hourly

Reports To: Centre Manager

Anticipated Start Date: December 2021

GENERAL DESCRIPTION

Centre Support Workers provide a diversity of daily supports for households accessing shelters and the programs that support them. Clients are diverse across backgrounds, presenting needs, barriers and strengths, including many who have concurrent mental illness, substance use, and/or physical health issues impacting their housing status; Shelter Support Workers support them all, utilizing harm reduction, housing-first, and trauma-informed philosophies.

Duties include, but are not limited to, building security (rounds, ensuring appropriate entry of clients/visitors, completing appropriate screenings), crisis intervention (mediating conflicts between clients in the moment), general problem-solving with clients, behavior management, intakes/discharges, accepting donations, answering phone/door inquiries, forms completion, pre-intake assessments, housekeeping duties, and administrative functions.

This is a position that is best suited to those who can embrace a Housing-First and Harm Reduction philosophy to emergency shelter and can apply these philosophies to daily interaction (with training and support). Suited to those who are decision-makers, comfortable working in a fast-paced environment that requires you to use guidelines and quick decision-making. The employment markers used in your performance evaluation are your case noting abilities, completion of assigned tasks accurately and to agency standards, adherence and ongoing understanding of agency principles with a positive and client-centered attitude.

MINIMUM QUALIFICATIONS

- Experience working with women and in women's organizations
- Strong verbal and written communication skills
- Successful completion of a criminal background check
- Knowledge of community resources and community organizations an asset
- Demonstrated understanding and use of harm reduction, trauma-informed care, suicide intervention, crisis intervention, motivational interviewing skills an asset
- Six months of recent and related work experience with an emphasis on mental health, homelessness, addictions, and/or social services
- Minimum of a diploma in community social services, social work, or a related field
- Or a combination of experience/training/education deemed relevant to the job duties

HOW TO APPLY

Applicants should email a resume and cover letter, subject line: FT Day-shift, outlining how they meet the above minimum qualifications of the position to reception@welcomecentreshelter.com att: Dawn Toth, Centre Manager, by **November 18th, 2020**. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.