



## **Position: Afternoon Shift Coordinator**

**Hours: 37.5 hrs weekly (Mon-Fri 4:00-12:00am)**

**Includes provision of health benefits after probationary period completion**

**Length: Full-time, Permanent, \$18.25 hourly**

**Reports To: Centre Manager**

**Anticipated Start Date: December 2021**

### **GENERAL DESCRIPTION**

The Shift Coordinator (SC) is a frontline Centre Support role with an additional focus on supporting efficient and quality-focused agency operations. Specific to the afternoon shift (4pm-12am) the SC is a Centre Support Staff designated for direction, information, staff and client support. Overall, the SC is responsible for ensuring shift by shift adherence by staff with task completion and providing onsite presence and support in the absence of management staff. All general duties of a Shift Worker apply.

On a daily basis, the SC provides assertive and person-centered supports to clients in shelter, while also providing in the moment task direction to scheduled Shelter Support Staff and volunteers. The SC role is focused on delegating and completing tasks for/with clients, performing quality assurance reviews of processes and procedures, training and assisting new staff and volunteers, and acting as a first point of contact for shift staff to assist with decision-making that aligns with the agency's core principles of Housing-First and Harm Reduction. Position includes shelter staff training as delegated by the Social Work Programs Coordinator.

This is a position that is best suited to those who are assertive, self-directed, positive, frontline workers, who understand the agency philosophy of care and long-term benefits of supporting clients within that philosophy. The employment markers used in your performance evaluation are your case noting abilities, completion of assigned tasks accurately and efficiently, ability to apply core principles of Housing-First and harm reduction to client and staff interactions, ability to delegate in the moment tasks, and ability to take constructive feedback to improve performance and meet agency guidelines and scope of service.

### **MINIMUM QUALIFICATIONS**

- Demonstrated ability to meet competing demands (clients, staff, volunteers)
- Experience working with women and in women's organizations
- Background in generalist social work practice, or social service work is strongly preferred
- Above average verbal and written communication skills
- Strong time management skills
- Assertive decision-maker
- Successful completion of a criminal background check
- Demonstrated understanding and use of harm reduction, trauma-informed care, suicide intervention, crisis intervention, motivational interviewing skills is an asset
- Openness to learning, growing, and engaging in ongoing individual and team growth

### **HOW TO APPLY**

Applicants should email a resume and cover letter, subject line: Afternoon Shift Coordinator, outlining how they meet the above minimum qualifications of the position to [reception@welcomecentreshelter.com](mailto: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.