



## **JOB DESCRIPTION**

**Position:** Shelter Support Worker

**Hours:** various

**Length:** Permanent PT and Casual

**Wage:** Per current Wage Grid

**Reports To:** Centre Manager

**Updated:** August 2021

**Review:** August 2022

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### **GENERAL DESCRIPTION**

Shelter 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, crisis intervention, general problem-solving, intakes/discharges, housekeeping duties, and administrative functions on a per shift basis, 24 hours a day.

The role includes responsibility for shift duties within the shelter program and the provision of in-the moment supports to women and families residing within the shelter program. Shelter Support Workers cover shifts of Days, Afternoons, and Midnights 365 days a year through a combination of full-time staff, part-time permanent rotating staff, and casual/on-call staff. Hiring is generally for minimum 2-4 shifts weekly, afternoons and weekends, including occasional midnights. Scheduling is completed minimum 1 calendar month in advance. Non-Violent Crisis Intervention Skills (NVCI), CPR/First Aid training provided.

### **MINIMUM QUALIFICATIONS**

- In recognition of the often high-risk and medically vulnerable clients the agency serves, proof of COVID-19 vaccination status or approved medical or religious exception on file is required
- 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.



## **JOB DUTIES**

**Position:** Shelter Support Worker

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The following duties outline the requirements of the Full-time Afternoon Support Worker position; all items noted are used in instances of performance evaluation.

### **HUMAN RESOURCES**

- Understand and adhere to contents of the Human Resource and Employee Orientation Manuals
- Provide shift change to incoming staff per most up to date method (verbal or written), as needed or directed by Centre Manager or Shift Lead
- Participate actively in scheduled employee staff meetings and training programs

### **STUDENT PLACEMENT PROGRAM**

- Provide support and encouragement to scheduled interns of various academic programs

### **CLIENT CONTACT**

Common to all shifts:

- Read communication book, client files, and notes left from previous staff
- Complete shelter security rounds to identified guard tour stations minimum of twice per shift
- Document information in clients' HIFIS files pertaining to housing and items impacting housing
- Answer phones and doorbell
- Provide medication to residents as requested from meds cabinet (no dispensing duty)
- Admission and discharge of residents as required following all current procedures and process
- Interact with clients to build rapport and provide in the moment supports
- Support residents in understanding and adhering to shelter guidelines
- Complete follow-up tasks with clients as directed by the Social Work Programs Coordinator

### **ADMINISTRATIVE/STATISTICS**

- Complete appropriately and efficiently in HIFIS the intake/discharge of clients
- Enter hours worked on weekly timesheets to be submitted in a timely and accurate manner.
- Ensure requests for vacation time and or shift requests/accommodation requests are submitted to Centre Manager prior to the 10<sup>th</sup> of the month preceding the request
- Ensure all shift change communications are accurate, to C.A.R.E standards

Specific duties/tasks to midnight shift (12am-8am)

- Responsible for the tidiness of common areas as per Midnight Shift Cleaning Schedule
- Spraying with disinfecting fogger nightly client common areas and items
- Completion of shelter discharge laundry nightly
- Sort recycling to appropriate bins and break down boxes on a regular basis
- Inventory of shelter cleaning products and toiletries kept up to date and accurate, with appropriate supplies available for staff use in office areas, common areas, bathrooms
- Ensure that resident storage area holds only current client items and previous clients' items are held in the appropriate space; leave documentation for day-staff regarding when/what items are to be disposed of and NOTE ANY DISPOSAL IN CLIENT HIFIS FILE

Specific duties/tasks to afternoon shift (4pm-12am)

- Ensure follow-up as delegated on unit maintenance checks
- Ensure follow-up as delegated on unit cleaning checks
- Ensure exterior rounds for clean-up of debris etc at smoking areas is completed

Specific duties/tasks to dayshift (8am-4pm)

- Ensure unit maintenance checks are completed weekly
- Ensure unit cleaning checks are completed daily
- Daily reconciliation of bus ticket logs for City of Windsor
- Weekly (same day) check of panic buttons for proper functioning

**COMMUNITY**

- No assigned community tables noted to these positions.

Other duties as assigned/applicable to the position as outlined above

I have read and understood this job description: \_\_\_\_\_

Date: \_\_\_\_\_