



JOB DESCRIPTION

Position: Shift Lead (various)

Hours: various

Length: Full-time, Permanent

Wage: Per current grid +\$1.00 hourly

Reports To: Centre Manager

Updated: August 2021

Review: August 2022

GENERAL DESCRIPTION

The Shift Lead (SL) is a frontline role supporting efficient and quality-focused agency operations. Operating on every afternoon (4-12), midnight (12-8am) dayshift (8-4pm), the SL is an onsite spot for direction, information, staff and client support. Overall, the SL is responsible for ensuring shift by shift adherence by staff with Shelter Support Worker tasks and providing onsite presence and support in the absence of management staff by being the primary contact with on-call and management staff after hours.

On a daily basis, the SL provides assertive and person-centered task direction to scheduled Shelter Support Staff, along with meeting the daily job duties of the Shelter Support Worker role. The SL role is focused on delegating tasks, 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, Trauma-informed care, and GBA+. Position includes shelter staff training as delegated by the Social Work Programs Coordinator.

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
- Shown ability to meet competing demands (clients, staff, community partners, donors)
- Experience working with women and in women's organizations
- Background in Social Work or Social Service Work strongly preferred
- Excellent verbal and written communication skills
- Demonstrated supervisory abilities
- Strong time management skills
- Successful completion of a criminal background check
- Knowledge of community resources and community organizations
- Demonstrated understanding and use of harm reduction, trauma-informed care, suicide intervention, crisis intervention, motivational interviewing skills



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The following duties outlines the requirements of the Shift Lead position; all bullet point items noted are used in instances of performance evaluation.

HUMAN RESOURCES

- Support coworkers in adhering to contents of the Human Resource and Employee Orientation Manuals
- Task supervision up to two (2) Shelter Support Workers, and together provide in the moment supports to upwards of 32 single clients and 15 families
- Delegate roles and tasks on any and all noted checklists, inventories, intakes, discharges on a daily basis with goal of efficiency and maximizing staff strengths
- Oversee daily shift procedures, chore lists, and all shift requirements for accuracy and completion
- Participate in all scheduled staff/team meetings and any scheduled training programs
- Contacting shift coverage in the event of staff call-ins, adhering to ESA guidelines
- Act as point of contact and follow up for any off-site staff to confirm their location, contact info, leaving and returning times
- Create and provide swipe card access to clients as required on each shift
- All duties as outlined in Shelter Support Worker Job Duties

STUDENT PLACEMENT PROGRAM

- As directed by Social Work Programs Coordinator, ensure appropriate training on various shelter shifts and track provided training
- Provide daily task management and in the moment feedback on skills, performance, delegated duties, in consultation with the Social Work Programs Coordinator
- Model, at all times, high standards of integrity, trained skill sets (NVCI, MI, ASIST, etc)
- Act as the preferred shift contact person for students
- All duties as outlined in Shelter Support Worker Job Duties
- Other items as designated by the Social Work Programs Coordinator

CLIENT CONTACT

- Assist coworkers in problem-solving challenging or unique client or agency situations that arise, based on agency principles/values and philosophies of harm reduction and housing-first.
- Accurate updating and maintenance of communication methods and community databases on a daily and weekly basis.
- Provide additional one on one support to client concerns by problem-solving and/or de-escalating through use of NVCI skills and supporting/encouraging Support Workers in their responses

- Ensure accuracy of in-the-moment client intake and discharge processes (paperwork, HIFIS info, reason for homelessness, eligibility, pre-intakes completed, etc)
- All duties as outlined in Shelter Support Worker Job Duties

ADMINISTRATIVE/STATISTICS

- Ensure all shift change communications are accurate, to C.A.R.E standards, and inclusive of all necessary information for incoming shift staff
- Ensure rounds are completed per shift as required and signed off on accurately
- Enter hours worked on weekly timesheets to be submitted in a timely and accurate manner
- Ensure requests for vacation time are submitted to Shelter Manager prior to the 10th of the month preceding the request
- Ensure shift data sheets are complete in full (any data tracking provided/directed by Executive Director or Social Work Programs Coordinator), such as Pet Shelter statistics, etc
- All duties as outlined in Shelter Support Worker Job Duties are applicable to this role

COMMUNITY

- N/A

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

I have read and understood this job description: _____ Date: _____