



**JOB POSTING**

<b>DEPARTMENT</b>	Seasonal Shelter
<b>JOB ID</b>	SW (A – I)
<b>REPORTS TO</b>	Shelter Team Lead and Shelter Coordinator
<b>JOB TYPE</b>	Contract (November 2022 – April 2023)
<b>STD HRS OF WORK</b>	Hours per week available: 10, 24, 32,
<b>HOURS OF OPERATION</b>	7pm-8am Sunday-Saturday
<b>LOCATION</b>	St. Catharines

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**POSITION SUMMARY**

The Shelter Support Worker will report to the Shelter Team Lead. The Shelter Support Worker is to provide support to individuals facing challenges such as; chronic homelessness, severe and compromised mental health, addictions and/or in recovery, abuse, social isolation and more. The Shelter Support Worker is to provide facilitation and support to clients from a trauma informed approach, ensuring empathy, dignity, and respect during their stay at the Overnight Shelter. The Shelter Support Worker will work with their team, Shelter Team Lead(s) and community service providers engaged in the homelessness sector. This includes participation in all training, coverage for other Shelter Support Workers unable to work, and ensure the continuation of Health and Safety initiatives put in place. The Shelter Support Worker will identify the needs of clients and assist them with referrals to appropriate services as necessary. The Shelter Support Worker is also responsible for identifying Health and Safety concerns and shelter needs and must relay the information to the Shelter Team Lead as necessary. Services will be provided only during clients stay at the Temporary Seasonal Overnight Shelter and clients may be referred to other community agencies as the need arises.

**QUALIFICATIONS**

**EDUCATION**

- Post secondary education in a related field such as SSW, Psychology, etc. or equivalent (proof of completion required)
- Current certification in First Aid/CPR
- Non-Violence Crisis Intervention Training considered an asset
- Naloxone Training or willingness to be certified
- Mandatory one-week paid orientation is required.

**KNOWLEDGE/EXPERIENCE**

- Knowledge and utilization of client centred trauma informed care approaches
- Knowledge of harm reduction practices
- Experience working with people who are chronically homeless
- Experience working with individuals facing life challenges such as compromised mental health, addictions and poverty
- An understanding of/or demonstrated practice of anti-racism/anti-oppressive practices
- An understanding of Housing First Principles
- An understanding of HIFIS considered an asset
- Minimum 2 years of experience working with the homeless population

- An understanding of/ or demonstrated practice of crisis intervention

## SKILLS

- Written and verbal communication skills sufficient to perform documentation and related administration duties
- Demonstrated skills in the areas of teamwork, problem solving and leadership sufficient to deal with crisis situations
- Basic computer skills
- Working knowledge of HIFIS (an asset)
- Skills in counseling, addictions, mental health, community outreach, concurrent disorders and general aspects of physical health are considered an asset
- Knowledge and understanding of local community resources and referral processes considered an asset

## SPECIAL CONDITIONS

- Work is performed independently following the Shelter guidelines, agency policies and procedures, Health and Safety procedures, as well as Regional policies and Procedures In accordance with the Start Me Up Niagara policies and procedures, the position requires a Vulnerable Sector Records Check and a Canadian Police Clearance upon hire
- Ability to work flexible hours including evenings, nights, weekends and holidays
- Must demonstrate an acceptable comfort level in working with individuals with compromised mental health, and be capable of maintaining objectivity in order to perform consistently with the mission and values of Start Me Up Niagara.

## RESPONSIBILITIES

Under the direction of the Shelter Team Lead and/or Shelter Coordinator, the Shelter Support Worker will perform the below tasks/duties for the Temporary Seasonal Overnight Shelter:

- Keep the Shelter Team Lead on duty advised of any client concerns
- Other duties of a Shelter Support Worker may include, but are not limited to:
  - Complete the necessary paperwork and documentation required while on shift
  - Ensure all expected documentation is submitted in compliance with necessary guidelines
  - Participate in fire and lockdown drills in collaboration with Health and Safety Team
  - Complete any and all reporting as assigned
  - Ensure Serious Occurrences/Incident Reports are reported in compliance with guidelines
  - Perform routine outside perimeter checks hourly or as otherwise required by Shelter Team Lead
  - Perform routine bathroom checks every 15 minutes or as otherwise required
- Serve individuals experiencing chronic homelessness with high acuity needs in a professional and courteous manner ensuring that professional boundaries are maintained
- Participate in on going training as needed
- Monitoring, observing, and documenting of participants of the Shelter when required
- Ongoing assessment of client needs
- Complete client intake daily
- Provide harm reduction service delivery, referrals and supports
- Support individuals to ensure they have basic needs (food, hygiene kits, accessible bathroom facilities, and addictions support, access to Narcan as needed)
- Provide intervention when needed
- Exercise active listening when working with clients

- Adopt a team approach working in coordination with community partners
- Participate in team meetings/debriefing/training as needed and required
- Ensure the transfer of information at shift change is correct, concise and accurate
- Working with the clients towards shelter diversion, or housing with supports
- Update HIFIS daily with client information and share any case notes with Shelter Team Lead where required
- Make appropriate referrals to community supports
- Light cleaning/disinfecting duties
- Ability to provide dignified service in a timely manner

## **JOB SPECIFICATIONS**

### **Documentation:**

- Complete intakes
- Complete COVID screening of all visitors at entry
- Complete documentation in HIFIS
- Submit inventories and checklists/data as required by Shelter Team Lead
- Submit Incident Reports as they arise

### **Other:**

- Deliver services with safety, respect, and effectiveness
- Follow all policies and procedures e.g. shelter policies, and prevention of infection procedures
- Comply with Health and Safety policies and safe work practices as set out by Start Me Up Niagara the Niagara Region
- Attending all mandatory training
- Proper usage of personal protective equipment and devices as directed
- Perform other duties as required

### **Communication:**

- Expected regular communication with co-workers
- Excellent communication, patience, and interpersonal skills
- Tact, discretion, and courtesy when dealing with sensitive issues
- Ability to deliver clear information
- Enter unpredictable situations, such as: dealing with unruly individuals, (i.e. physically aggressive, verbally insulting, inebriated, suicidal, or on drugs)

## **Job Environment**

### Physical Demands/Dexterity

Occasional carrying of materials to required location which may require lifting and walking

Occasional assistance of clients to move, clean, etc.,

Daily business travel required, including winter driving

Exposure to difficult clients

High risk of exposure to foul language, verbal abuse, physical abuse and threats

Frequent exposure to bodily wastes/fluids and infectious diseases

### Concentration Demands

Emotional impact in dealing with difficult circumstances related to caseload  
Maintaining boundaries of professional role  
Frustration related to the lack of available/adequate resources

### Machines, Equipment and Materials Used

Computer equipment

### Accommodation

Accommodation is provided during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

### How to Apply:

Applicants are invited to email a cover letter and resume to [hr@startmeupniagara.ca](mailto:hr@startmeupniagara.ca) with the subject line "Shelter Support Worker".

SMUN is an equal opportunity Employer. In compliance with AODA, this job posting is available in an alternate format upon request. To request disability accommodation, please contact [hr@startmeupniagara.ca](mailto:hr@startmeupniagara.ca).

We thank all candidates for their interest. Due to high volume only those selected to interview will be contacted.