

Transition House

Building Strong Foundations

Emergency Respite Support Worker

Title: Emergency Respite Support Worker

Reports to: Emergency Respite Services Manager

Vision: All people have access to permanent and suitable housing.

Mission: Transition House Emergency Shelter provides temporary, short term crisis housing in Northumberland. The shelter provides services to alleviate people's immediate housing crisis as a first step to being quickly and permanently re-housed.

Values: Quality service that meets community need; Strong Partnerships; Increased community impact and visibility; Fiscal prudence.

Position Summary

The Emergency Respite Support Worker is responsible for providing direct client service as a part of the staff team. The Emergency Respite Support Worker provides services in keeping with the philosophical framework set out within the Vision, Mission and Values listed above and facilitates services using the Housing First model, Trauma Informed Care, Harm Reduction and diversion principles.

Duties/Responsibilities

- Engages with clients in a supportive manner, utilizing trauma informed care, harm reduction principles and de-escalation techniques
- Respond to crisis and emergency situations appropriately
- Works collaboratively with local agencies such as police, mental health and addictions workers, and emergency rooms
- Prepare facility for opening and closing
- Ensures compliance with the Ontario Health and Safety Act and other relevant legislation
- Ensure completion on binders, shift duty check lists and sign offs
- Ensuring all shift documentation is completed
- Ensures that the facility is clean, maintained and organized
- Other duties as assigned

Qualifications, Skills and Experience

- A diploma, degree or certificate in the social services or a combination of education and experience
- Previous experience in a shelter or similar environment

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- Excellent interpersonal and communication skills
- Strong time management with the ability to handle multiple priorities
- Knowledge of and ability to apply harm reduction, housing first, diversion and trauma informed care principles in day-to-day client interactions
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as expertise with client databases
- Excellent de-escalation and conflict resolution skills
- Ability to work independently and as an effective team member
- Ability to respond to clients with complex needs who experience barriers to obtaining and retaining adequate housing due to complex coexisting conditions such as addictions, mental health issues, PTSD and other trauma
- Ability to assess emergency situations and respond effectively
- Basic First Aid and CPR certification
- Vaccinated against COVID-19
- Clear police check (vulnerable sector)

Physical Nature of Employment:

- Some moderate lifting of supplies, groceries, furniture, etc. required
- Moderate household activities such as contributing to maintaining the cleanliness of the building and property
- Busy, sometimes noisy environment
- Multitasking with possibility of frequent interruptions
- Shared program space
- Limited personal space