

Transition House

Building Strong Foundations

EMERGENCY SHELTER SERVICES WORKER

Title: Emergency Shelter Services Worker Reports to: Emergency Shelter Services Manager

Date Approved: February 20, 2020

Date Revised: June 23, 2022

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 Shelter Staff is responsible for providing direct client service as a part of the staff team. The Shelter Staff is responsible to ensure all services are provided 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 shelter diversion principles.

Duties/Responsibilities

- Engages with clients in a supportive manner, utilizing trauma informed care, harm reduction principles and de-escalation techniques
- Ensures compliance with the Ontario Health and Safety Act and other relevant legislation
- Works collaboratively with local agencies such as police, mental health and addictions workers, emergency rooms, harm reduction and outreach and personnel
- Responsible for the approval of diversion, intake and discharge procedures
- Maintains and monitors staff binders and sign off to ensure accuracy
- Reports and documents any concerns or issues to the Management team
- Ensures that the facility is clean, maintained and organized.
- Provides on call shift coverage for Emergency Shelter on a monthly scheduled rotation.

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
- Excellent interpersonal and communication skills
- Strong time management with the ability to handle multiple priorities

Transition House

Building Strong Foundations

- Knowledge of and ability to apply harm reduction, housing first, shelter 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 coaching, team building 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
- Driver's license and have access to a reliable vehicle, with appropriate insurance
- Clear police check (vulnerable sector), renewed yearly
- Ability and willingness to work all operating shifts. Transition House services are available to services users 24 hours a day, 7 days a week.
- Other duties as assigned.

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 office space
- Shared program space
- Limited personal space
- Transition House is a 3-story building with no elevator service and includes steps at the front porch for entry.

Non-Physical Nature of Employment:

- Exposure to trauma
- Exposure to potential overdose
- Exposure to violent behavior or clients under the influence.