



INTERNAL/EXTERNAL EMPLOYMENT OPPORTUNITY
SHELTER WORKER

Position Summary

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

Duties/Responsibilities

- Experienced in engaging with clients in a supportive manner, utilizing trauma informed care, harm reduction principles and de-escalation techniques
- Excellent understanding of the Worker's role within the Ontario Health and Safety Act
- Proven ability to work collaboratively with local agencies such as police, mental health and addictions workers, emergency rooms, harm reduction and outreach and personnel
- Displays an understanding of diversion, intake and discharge procedures
- Ability to communicate donor information to the Shelter Manager when received on shift
- Ability to maintain and monitor staff binders and sign off to ensure accuracy.

Qualifications, Skills and Experience

- Formal education in social services or a combination of education and experience
- Previous experience in a shelter or similar environment
- Previous experience working with vulnerable populations
- Strong time management with the ability to handle multiple priorities
- 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 interpersonal 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
- Ability to assess emergency situations and respond effectively
- Basic First Aid and CPR certification and a clear police check (vulnerable sector)

Interested applicants are to forward their resume by March 6, 2020 to Chantelle Niles, Shelter Manager at transitionhous3@bellnet.ca or drop off in person.

Transition House is an emergency shelter. www.transhouse.ca In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Transition House will provide accommodation in all parts of the hiring process as required, upon request from applicants.