

Position Description

Position Title: Shelter Worker
Report to: Operations Manager
Date of Preparation: December 2021

Job Type: Casual, as needed.

Position Summary:

The Shelter Worker position provides emergency shelter for women and children needing safe, secure and supportive housing when fleeing abuse. The shelter offers temporary, short-term housing; a confidential crisis telephone line; support and information; child care services; and referrals to other community agencies and services.

A Shelter Worker has the responsibility of working cooperatively with other shelter staff to help create and maintain a safe and supportive environment for women and children according to the Agency's mission, beliefs and policies.

Principle Responsibilities and Accountability:

- Provide a safe, non-judgmental and empowering environment to victims of abuse who access the crisis line and residential services, by listening to women and exhibiting sensitivity and concern when interacting with shelter residents.
- Provide a supportive environment for abused women who are experiencing crisis in the areas of mental health, addictions and other areas of family crisis.
- Maintain strict confidentiality of residents' names and individuals who utilize Shelter services.
- Follow case plan initiatives by providing shelter clients with supportive and helpful intervention.
- Maintain safety and security by monitoring all aspects of the shelter's policies and guidelines.
- Ensure the safety of the shelter by completing security checks.
- Provide Manager of Shelter with information on potential problems and assist in development of solutions and/or innovative approaches to problems.
- Responsible for helping to create an empowering living environment for shelter clients
- Answers and responds to the crisis line by providing crisis support, emergency intervention, information, resources, referrals and screening for admission.
- Provides shelter residents with information, advocacy and resources.
- Supervises the daily functions of the shelter, including meal preparation, chores and work with residents to maintain neat and clean environment.

- Orienting residents to communal living.
- May be required to stay and cover following shift in case of emergency, inclement weather, if next shift relief does not report to work and if unable to find coverage.
- May be required to work evenings or weekends as directed by Shelter Manager.

Administration:

- Providing and maintaining adequate clients' records and reports.
- Document crisis calls, intakes, evaluations, discharge and other significant events.
- Enter end of shift report in logbook / HIFIS for coworker and supervisor review and follow up.
- Assist in the maintenance of household funds, chores and donations.
- Notify Shelter Manager or Executive Director of unusual cases, irregularities, accidents, illnesses and repairs.
- Attends staff meetings, supervision meetings, conferences, and trainings as required.
- Other duties and responsibilities as needed and required.

Other Responsibilities:

- Keep informed of social assistance policies and other key governmental policies for the benefit of clients.
- Interact with government department staff and other community agencies on behalf of residents;
- Develops and maintains a positive interaction with community agencies for the benefit of clients and the Shelter.
- Collaborate with community organizations to integrate family violence programming.
- Participate in committee work as required.

Position Specification:

Education and Training:

- Bachelor's degree in social science or a community college diploma in community services or an equivalent acceptable to the employer.
- Knowledge of case management procedures and individual participant case planning.

Experience:

- At least two years experience in the social service field.

Skills and Knowledge:

- Comprehensive knowledge of community resources, programs and services.
- Excellent verbal and written communication.
- Knowledge of the dynamics of domestic violence and the impact of violence on women and children.
- Ability to organize information on community resources and relate same to other staff members, clients and the public.
- Ability to work overnight shift.
- Demonstrate organizational skills and abilities.
- Demonstrate initiative.
- Be able to work independently and as a member of a team
- Be able to deal effectively with difficult situations in a calm and objective manner.
- Exercise responsible judgment.
- Be able to give appropriate referrals and information to women.

Environment:

This is a unionized position and all terms and conditions of employment are governed by a collective agreement between the FVPS Inc. and The Union of Operating Engineers Local 942.

Wage Range: \$19.89-21.12 plus vacation pay

Closing date: ongoing

To apply: Please send cover letter and resume to Dara Rayner: dara@fvps.ca