

Job Posting

URGENTLY HIRING

POSITION TITLE: Shelter Support Worker

DEPARTMENT/PROGRAM: Daytime Drop-In Centre & Emergency Overnight Shelter Programs

REPORTS TO: Program Coordinator

PURPOSE: S.H.I.F.T. (Support and Hope for Individuals and Families Today) provides safe, respectful, and welcoming overnight accommodation, meals and supports to those experiencing or at-risk of experiencing homelessness and/or food insecurity in New Tecumseth and the surrounding areas. We are committed to facilitating connection to further services, resources, and community.

We believe that homelessness and/or food insecurity is a crisis that a person is experiencing; and that this experience does not define a person. Our goal is to provide services in which individuals experiencing poverty feel safe, supported, and welcome. Our focus is on offering of a safe place to access our services, while providing resources for community-building.

We are currently seeking individuals to assist in the seamless functioning of our housing-related programming throughout the duration of the operating day. Shelter Support Workers will work **both days and nights**, on a rotating basis, including weekends. The position would work in our Daytime Drop-In Centre and Emergency Overnight Shelter program settings, in a supportive role to assist participants in feeling that they belong to and are engaged in the community.

Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding.

Multiple positions available. FULLTIME, PARTTIME and RELIEF positions will be considered.

LOCATION: 123 Victoria St. W., Alliston. S.H.I.F.T. Headquarters.

RESPONSIBILITIES:

- Site and Program Operations:
 - Carry out daily program operations, collaborate with volunteers, model S.H.I.F.T. policies/procedures, perform participant screening, monitor program participants, manage use of program resources, and maintain appropriate reporting and documentation for programming purposes.
- Collaboration and Communication with Coworkers, Supervisor and Volunteers:
 - Keep clear and concise records, maintain open and appropriate communication with all staff, volunteers, and managers, and utilize available supports and supervision, as necessary.
- Participate in fostering a housing-focused atmosphere:
 - Act in a supportive role in housing-focused objectives of programming, which includes assisting participants to access program resources and complete housing-related activities/tasks while onsite.
- Carry out daily cleaning routine and protocols:
 - Perform routine cleaning, laundry, and garbage duties daily, in adherence to proper health and safety protocols.

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their health and safety and that of others. All employees are expected to learn, understand, and adhere to S.H.I.F.T.'s health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

IPAC considerations:

S.H.I.F.T. has strict health and safety protocols, including active screening and appropriate use of PPE (PERSONAL PROTECTIVE EQUIPMENT) during shift. All employees are expected to learn, understand, and adhere to the specific measures implemented in compliance with the recommendations of the local public health authority.

QUALIFICATIONS:

- Diploma or degree in social/human services related field and/or relevant education and experience.
 - Willing to consider individuals in progress of obtaining the same.
- Lived experience of homelessness and/or experience working with homeless and/or marginalized individuals is an asset.
- Demonstrated competence to work with challenging behaviour and stressful situations and possess effective conflict and crisis management skills.
- Excellent interpersonal, verbal, and written communication skills and ability to set effective personal boundaries with both clients and co-workers.
- Proven ability to problem-solve, multi-task and work both independently and as an effective team member.
- Certification or ability to become certified as soon as possible in NVCI (Non-Violent Crisis Intervention) and Level C First Aid and CPR, including working knowledge of AED is required.
- Vulnerable Sector Screening (Police Check)
- **Able and willing to work overnight (awake).**

SCHEDULE/WORKING CONDITIONS:

Contract, starting as soon as possible. The available positions may entail a flexible schedule, encompassing day and night shifts or a combination both, as well as weekday and weekend shifts. This position works in a direct capacity with vulnerable individuals experiencing a myriad of challenges.

WAGE:

Starts at \$20.70.

HOW TO APPLY:

Email your resume and a letter explaining what makes you a great candidate for this position.

Please send to Courtney – Courtney.Holmes@shiftforgood.ca

Please quote "**Shelter Support Worker**" in the title of your email.

S.H.I.F.T. is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs.