

HIRING

SHELTER SUPPORT FULL TIME MIDNIGHTS AND CASUAL COVERAGE ACROSS SHIFTS (1-3 SHIFTS WEEKLY)

Position Title:	Shelter Support Workers
Position Type:	Permanent full-time midnights, 12am-8am and casual afternoons and weekends (8am-4pm and 4pm-12am)
Salary: \$	\$17 hourly to start, \$19.25 by end of year 1 FT, health benefits after 3 months, sick time, allocated vacation time, pension opt-in after 2 years.
Start Date:	Immediately/August 2022
Location:	Windsor, ON

POSITION OVERVIEW

The full-time midnight support worker is a frontline role supporting efficient and quality-focused shelter operations from the agency's harm-reduction, housing-first, and trauma-informed philosophies.

On a daily basis, the Shelter Support Staff are working in teams of 2-3 workers, providing person-centered supports to women and families accessing emergency shelter. This looks like: pre-intake assessments over the phone, intakes in person, discharges, use of web-based software for client management, answering phones and door, accepting donations, providing in the moment crisis supports to clients, completing rounds for safety, maintenance and cleanliness, and being the on-site and available point person to direct client shelter concerns throughout their stay.

This position suits a reliable, mature, innovative individual who is non-judgemental, open to learning, works well with limited direction, and is able to problem solve unique situations!

GENERAL RESPONSIBILITIES

- ✓ Complete processes according to trained agency standards, such as pre-intake calls, intake paperwork, checklists of rounds;
- ✓ Document information in clients' HIFIS files pertaining to housing/items impacting housing;
- ✓ Answer phones and doorbell for clients, donors, community partners and direct them;
- ✓ Admission and discharge of shelter clients;
- ✓ Interact with clients to build rapport and provide in the moment supports;
- ✓ Support residents in understanding and adhering to shelter guidelines;
- ✓ Complete follow-up tasks with clients as directed by the Social Work Programs Coordinator;
- ✓ Complete rounds for safety, maintenance, and cleanliness;
- ✓ Respond to emergency situations onsite following agency procedures and guidelines, including use of Naloxone when needed;
- ✓ Complete pre-intake calls for shelter beds and discuss diversion options with callers;
- ✓ Light cleaning of common areas;
- ✓ Be present and available for clients when needed.

THE IDEAL CANDIDATE FOR US WOULD HAVE:

- ✓ Amazing problem solving skills
- ✓ Shown ability to meet competing demands (clients, staff, community partners, donors)
- ✓ Experience working with women and in women's organizations
- ✓ Background in Social Work, Social Service Work, or Addictions and Mental Health Work
- ✓ Good verbal and written communication skills
- ✓ Knowledge of community resources and community organizations supporting low-income women;
- ✓ Demonstrated understanding and use of harm reduction, trauma-informed care, suicide intervention, crisis intervention, motivational interviewing skills are amazing assets;
- ✓ Training in areas of NVCI, MHFA, Addictions, ASIST, TIC
- ✓ Access to stable and reliable transportation.

HOW TO APPLY

Apply with cover letter and resume to attention of: Centre Manager, Dawn Toth at reception@welcomecentreshelter.com Applications are accepted on an ongoing/rolling basis .We thank all applicants for their interest; only those selected for an interview will be contacted. In recognition of the often high-risk and medically vulnerable clients the agency serves, proof of COVID-19 vaccination status or approved medical or religious exception on file is required

The Welcome Centre Shelter is an equal opportunity employer committed to diversity and welcomes all interested parties to apply. Accommodation will be provided in all parts of our recruitment process as required under AODA. Please advise us in advance if you require accommodation.

Employer: Welcome Centre Emergency Shelter for Women

The Welcome Centre Shelter, a registered charitable organization with the CRA, is committed to providing assistance and support to women experiencing homelessness and low-income in the Windsor community through the provision of emergency shelter and transitional housing support programs. Emergency shelter (32 single women and upwards of 15 households with minor children), harm reduction programming for self-identified women, children's recreational support programming, drop-in programming for self-identified women experiencing or at-risk of homelessness, and emergency food pantry services,

All agency programs/services are provided from a gender-based lens that includes a focus on:

**HOUSING-FIRST
HARM REDUCTION
LOW-BARRIER
TRAUMA-INFORMED**

Website: www.welcomecentreshelter.com