



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Supervisor, Shelter Services	
Position Number	Community	Division/Region
48 - 15998	Yellowknife	Child Family and Community Wellness

## PURPOSE OF THE POSITION

The Supervisor, Shelter Services (the Supervisor) is responsible and accountable for the delivery of the frontline services provided at the designated shelter facility. The Supervisor ensures that the shelter program is implemented in compliance with established integrated system approach of the Northwest Territories Health and Social Services Authority (NTHSSA) and the direction of the Office of the Chief Public Health Officer (OCPHO), and the quality of services are maintained in order to fulfill the needs of shelter clients.

## SCOPE

Located in Yellowknife, the Supervisor, Shelter Services reports to the Manager, Shelter Coordination and may work at any of the GNWT supported shelter facilities. Under the direction of the Manager or their designate, the Supervisor provides day to day oversight of the shelter program, facility maintenance and safety, human resources, expenditure and inventory. The Supervisor also provides the direct support to the shelter clients and carries out entry level case management. The position acts as a resource at the shelter, provides staff orientation, mentorship and navigation for community resources, screening and monitoring of COVID-19 symptoms, and shelter operations.

The Supervisor is responsible for monitoring the quality of shelter services within the designated shelter, developing appropriate guidance and mentoring to staff and intervening difficult issues escalated by shelter staff, at times, seeking out for external interventions. The position provides quality indicator reporting and makes recommendations to improve services, safety and facility maintenance to the Manager, Shelter Coordination.

The position works as part of a multidisciplinary team responding to COVID-19 pandemic. Members of the team provide therapeutic programming, serve meals, screen all persons accessing the shelter and monitor for COVID-19 symptoms, as well as provide basic health education in collaboration with the Health and Social Services Authority.

The majority of clients accessing and using the shelter services are often individuals dealing with multiple complex social and/or health issues such as homelessness, trauma, poverty, corrections, addictions, acquired or congenital brain injuries such as FASD (fetal alcohol spectrum disorder) or may be under the influence of unknown substances. Hence, safety is especially important and must be considered at all times during the screening, service provision and supports provided. The Supervisor must ensure shelter services are delivered through trauma informed practices and cultural safety.

## **RESPONSIBILITIES**

### **1. Oversees the delivery of shelter services and facilities.**

- Implements procedures, processes and shelter guidelines in line with established by the Manager, Shelter Coordination;
- Ensures clients receive person centered, recovery oriented, trauma informed services;
- Ensures the organization and resource allocations within the shelter are sufficient for the safe, competent and ethical care;
- Ensures all safety and infection prevention protocols are in place and carried out for persons entering the facility;
- Ensures the environment is supportive and safe for clients and staff
- Checks inventory to ensure that the stock of necessary department supplies and equipment is adequate and facilitates the ordering of supplies and equipment repairs as needed;
- Monitors expenditures to ensure they are carried out in accordance with policy and are within approved financial limits;
- Maintains a log of all incidents and reports any issues or areas of concern immediately to the Manager of shelter services;
- Makes regular surveillance checks of all areas in the designated shelter space;
- Monitors the quality of service provisions and reports to the Manager; and
- Provides information and recommendations of capital expenditures, proposals and facility planning

### **2. Coordinates and supervise the human resources within the shelter**

- Manages scheduling, reviews and approves leave, travel and other staff activities to ensure sufficient service coverage and efficient use of staff equipment and space;
- Participates in the planning of the human resources needs to ensure that staffing levels meet requirements;
- Assists the Manager with the performance appraisals for the shelter staff by providing feedback on their performance and attendance;
- Provides orientation, training and guidance to staff;
- Ensures compliance with collective agreements and human resources policies;

- Initiates corrective or disciplinary action as appropriate;
- Identifies knowledge and skill development needs and supports staff to achieve goals and facilitates the learning opportunities for the staff.

### **3. Provides direct supports to clients.**

- Provides entry- level case management support;
- Performs wellness checks on clients ensuring essential and non-essential client needs are met;
- Supports client intake and discharge;
- Builds rapport with shelter users and assists in the de-escalation of potentially violent situations using effective non-physical strategies;
- Addresses behavioural issues in a constructive and non-threatening manner;
- Identifies alternative approaches and actions when necessary;
- Engages and communicates with clients;
- Provides information and updates on COVID-19, as required.

### **4. Ensures that all staff and persons accessing the shelter understand and comply with infection-control protocols**

- Ensures the shelter facilities and equipment are cleaned and disinfected;
- Understands and trains staff on Occupational Health and Safety (OHS) and proper use of personal protective equipment (PPE);
- Updates protocols as per the direction of the Manager Shelter Coordination

## **WORKING CONDITIONS**

### **Physical Demands**

The work requires moderate amounts of standing, lifting and bending as well as occasionally transporting clients.

### **Environmental Conditions**

The incumbent works in a designated shelter where the clients may be suspect COVID patients awaiting results, and may be exposed to bodily fluids.

### **Sensory Demands**

The incumbent uses combined senses of sight and hearing when monitoring and observing clients.

### **Mental Demands**

Persons accessing shelters present with multiple complex needs and the incumbent will be exposed to violence, traumatic histories and other emotionally disturbing experiences. Unpredictable behaviours, violence and aggression occur on a daily basis. Interactions with volatile individuals may vary between short outburst of high intensity lasting 5-10 minutes to prolonged interactions of varying intensity lasting 30 minutes- 1 hour per occurrence. The

incumbent may be physically or verbally assaulted by persons accessing a shelter.

The incumbent may be required to be on-call. Within the day shelter facility, the incumbent will have direct daily exposure to high risk situations related to the COVID-19 Pandemic, as well as underlying socio-economic issues related to homelessness, mental health and addictions. The position encounters competing, urgent priorities, uncertainty about what to expect while at work and conflicts caused by non-compliant clients.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of regulations and guidelines on the COVID-19 response provided by the Chief Public Health Officer;
- Working understanding of policies, procedures and protocols related to the infection and prevention of transmission;
- Knowledge of trauma informed practices;
- Knowledge of recovery model;
- Ability to work in a culturally diverse environment;
- Basic knowledge of case management for shelter clients;
- Basic knowledge of harm reduction philosophy;
- Ability to maintain calm, exhibiting controlled and professional behaviour;
- Ability to think critically and analyze situations methodically to make rational decisions; ;
- Ability to make rational decisions where management advise is not immediately available;
- Ability to act effectively and compassionately during crisis/ stressful situation
- Ability to work in and adapt to a transient environment;
- Verbal and written communication skills;
- Problem-solving skills;
- Strong interpersonal skills;
- Flexibility and ability to multi-task;
- Customer service and conflict resolution skills.

### **Typically, the above qualifications would be attained by:**

A degree in a health and social services field (nursing, social work) with a minimum of three (3) years' experience working with at-risk populations (mental health and addictions, supportive living, individuals experiencing homelessness)

Supervisory experience considered an asset. Equivalencies will be considered on a case by case basis

### **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

**Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French Language** (check one if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
    - ORAL EXPRESSION AND COMPREHENSION
      - Basic (B)  Intermediate (I)  Advanced (A)
    - READING COMPREHENSION:
      - Basic (B)  Intermediate (I)  Advanced (A)
    - WRITING SKILLS:
      - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Indigenous Language:**

- Required
- Preferred