



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Team Lead, Shelter Services	
Position Number	Community	Division/Region
48 - 16004	Yellowknife	Child Family and Community Wellness

PURPOSE OF THE POSITION

The Team Lead, Shelter Services is responsible for providing leadership and day to day oversight of shelter programs. Reporting to the Supervisor, Shelter Services the team lead ensures that shelter staff are maintaining appropriate screening and safety protocols.

SCOPE

Reporting to the Supervisor, Shelter Services, the team lead is an integral member of the day to day operationalization of Emergency Shelter programs by assisting with program delivery and providing direct support to shelter clients.

As a team leader, the incumbent demonstrates behaviours that model and support the vision and goals of the program to ensure its success, and builds the same level of support and productivity in other members of the team. The team lead monitors the work of the shelter services workers on the team. Working with the Supervisor, the team lead plans, develops, implements, monitors and evaluates shelter programs.

The team lead shelter services may work at any of the GNWT supported shelter facilities.

The incumbent provides leadership, as part of the multidisciplinary team which provides therapeutic programming, serve meals, screens all persons accessing the shelter and monitors for COVID-19 symptoms, as well as provide basic health education in collaboration with the Health and Social Services Authority.

Various emergency resources are being established to support individuals experiencing homelessness during the global COVID-19 pandemic. The shelter services workers may work at any of the GNWT-supported shelter facilities.

Clients at the shelters are often dealing with multiple complex issues such as homelessness, trauma, poverty, corrections, addictions, FASD (fetal alcohol spectrum disorder) may be cognitively delayed or under the influence of unknown substances. Considering the high-risk group of individuals, safety is especially important and must be considered at all times during the screening, service provision and supports provided. The shelter services worker must follow a person-centered approach and be skilled in trauma informed practices and cultural safety.

RESPONSIBILITIES

1. Under the direction of the Supervisor, Shelter Services, the Team Lead provides leadership and direct oversight to the Shelter Workers and shelter programming.

- Ensures adherence to shelter policies and procedures;
- Leads morning tailgate with staff;
- Ensures staff compliance with COVID-19 protocols and activities;
- Ensures all COVID-19 documentation is complete;
- Leads team assignment of duties;
- Coordinates health and meal breaks;
- Reviews incidents from the previous shift(s);
- Takes a leadership role during an incident;
- Leads a team debrief following an incident and facilitates team decision making;
- Ensures incidents are documented and follow-up occurs, if necessary;
- Assists with staff orientation;
- Assists supervisor with performance management;
- Acts as a mentor to shelter services workers;
- Guides and Supports shelter staff in entry-level case management;
- Has daily check-ins with supervisor;
- Ensures daily statistics are collected.

2. Working with the Supervisor, Shelter Services, plans, develops, implements monitors and evaluates day centre program delivery.

- Assists with research of best practice models;
- Works with staff and clients regarding person centred program planning and development
- Assists with program implementation;
- Ensures clients receive person centred, recovery oriented service;
- Participate in planning meetings with the Manager, Shelter Coordination, program planning meetings and other groups as requested;
- Plans, organizes and implements program specific activities;
- Organizes and ensures basic needs of clients are met (e.g. meal preparation);
- Collects and reports indicators for monitoring and evaluation purposes to shelter supervisor;
- Monitors and evaluates program outcomes.

3. Oversees shelter operations in collaboration with the Supervisor, Shelter Services

- Ensures appropriate Infection Prevention Control measures are in place, collaborating with health and social services authorities;
- Ensures appropriate screening and safety measures are in place;
- Supports the orientation and onboarding of new employees;
- Liaises with community support services and external agencies as needed;
- Ensures shelter site safety protocols and adherence to workplace expectations;
- Ensures the environment is supportive and safe for clients and staff;
- Ensures that adequate supplies are available for staff;
- Ensures that appropriate cleaning and workplace protocols are in place;
- Promptly addresses any potential risks that are identified;
- Provides leadership support in difficult situations (e.g. when RCMP or outside agency support is needed).

4. Provides support to clients and ensures a safe and healthy environment for clients and staff.

- Builds rapport with shelter users and assists in the de-escalation of potentially violent situations using effective non-physical strategies;
- Monitors the activities of clients and maintains availability for personal, practical and morale support;
- Addresses behavioral issues in a constructive and non-threatening manner;
- Identifies alternative approaches and actions when necessary;
- Makes regular surveillance checks of all areas in the designated shelter space;
- Maintains a log of all incidents and reports any issues or areas of concern immediately to the Manager of shelter services;
- Performs wellness checks on clients;
- Supports client intake and discharge;
- Provides entry-level case management support;
- Ensures essential and non-essential client needs are met;
- Engages and communicates with clients following person centered, trauma informed philosophy;
- Provides information and updates on COVID-19 - as required;
- Arranges for clients who screen positive for COVID-19 signs and symptoms to proceed to COVID-19 clinic;
- Performs other assigned duties as required to ensure a safe and secure environment.

5. Understands and comply with all infection-control protocols

- Ensures the shelter facilities and equipment are cleaned and disinfected in accordance with infection, prevention and control guidelines
- Understands and comply with Occupational Health and Safety (OHS) and proper use of personal protective equipment (PPE);
- Follows protocols as per the direction of the Supervisor, Shelter Services.

WORKING CONDITIONS

Physical Demands

The work requires moderate – high amounts of walking, standing, lifting and bending as well as occasionally assisting with mobilization of 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. There are potential risks of exposure to communicable diseases (i.e. Tuberculosis, Hepatitis C, HIV, COVID-19) on a daily basis throughout the shift, of moderate intensity.

Sensory Demands

The incumbent uses combined senses of sight and hearing when monitoring and observing clients for purposes of communication and detection of unusual signs and symptoms of infection as well as assessing the physical surroundings on a daily basis for full 12 hour shift, of moderate intensity.

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 outbursts 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 works 12-hour shifts (night and day shifts). 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;
- Understanding of Naloxone;
- Ability to perform CPR;
- Non-violent crisis intervention training;
- Knowledge of recovery model and trauma informed practices;
- 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 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;
- Problem-solving skills;
- Strong interpersonal skills;
- Ability to work in a team environment
- Strong verbal communication skills
- Flexibility and ability to multi-task;
- Customer service and conflict resolution skills.
- Demonstrates professional and personal boundaries;
- Demonstrates integrity, judgment and confidentiality;

Typically, the above qualifications would be attained by:

Certificate in Human or Social Services (criminology, social work) plus one (1) year of related experience working in a mental health, group home setting or homeless shelter setting.

OR, three (3) years of experience working in a mental health, group home setting or homeless shelter setting.

Equivalent levels of education and experience will be considered.

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