



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Shelter Services Worker	
Position Number	Community	Division/Region
48-16009	Yellowknife	Mental Health and Community Wellness

PURPOSE OF THE POSITION

The Shelter Services Worker is responsible for providing advocacy, care and support to clients who are temporarily in need of shelter services. The Shelter Services Staff provide a safe and secure environment for clients by performing screenings upon entry and maintaining other appropriate COVID-19 protocols

SCOPE

Reporting to the Supervisor, Shelter Services, the Shelter Services Worker 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.

The position works as part of a multidisciplinary team, of which members provide therapeutic programing, 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.

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 social issues such as homelessness, trauma, poverty, corrections, addictions, FASD (fetal alcohol spectrum disorder) or 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. Assists program delivery, as designated by the Supervisor, Shelter Services

- Efficiently sets up/ tears down shelter space for each shift;
- Accurately records day-to-day happenings using appropriate methods, maintains log books and completes incident reports;
- Ensures all persons entering the facility are screened and orientated;
- Conducts client intake interviews and enter data;
- Liaises with community support services and other external agencies as needed;
- Organizes, prepares and services meals for clients;
- Monitors shelter site for safety and in adherence to behavioural expectations;
- Ensures clients receive person centered, recovery oriented, trauma informed services;
- Participates in multidisciplinary team meetings, program planning and other activities;
- Plans, organizes and implements program specific activities for clients or groups;
- Ensures the environment is supportive and safe for clients and staff;
- Ensures that the stock of shelter supplies and equipment is adequate and facilitates the ordering of supplies and equipment repairs as needed;
- Promptly addresses any potential or actual conflict with clients using de-escalation techniques.

2. Provides supports to clients and ensures 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 behavioural 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;
- Demonstrates professional and personal boundaries;
- Demonstrates integrity, judgement and confidentiality;
- 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

3. Evaluates, documents and reports findings

- Documents appropriate information in the clients' behaviour plan/ records;
- Maintains daily documentation of duties performed;
- Gathers and records statistical data relevant to clients and program;
- Provides all necessary client and program reports to the Supervisor, shelter services
- Monitors, evaluates and documents, when appropriate client response to intervention provided.

4. Understands and complies with all infection control protocols

- Ensures the shelter facilities and equipment are cleaned and disinfected;
- Performs janitorial duties as needed;
- Understands and complies 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.

Typically, the above qualifications would be attained by:

Completion of Post-secondary certificate with six months of experience in a free flow shelter environment or in mental health setting /supportive living environment **OR**

Grade 12 and one year in a free flow shelter environment or mental health setting/supportive living environment.

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