



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Shelter Services Worker	
Position Number	Community	Division/Region	
48-17677	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 in need of emergency shelter services. The Shelter Services Worker provides a safe and secure environment by completing intakes, wellness checks and offering supports and assistance to shelter users.

SCOPE

The Shelter Services Worker is an integral member of the day-to-day operation of shelter programs. They assist with program delivery and provide direct support to clients such as serving meals, having conversations, and working with other departments and agencies who deliver services to shelter users.

Shelter users are often dealing with multiple complex social challenges such as homelessness, trauma, poverty, addictions or mental health disorders or intellectual disabilities including fetal alcohol disorder (FASD). Often, they have experiences with the criminal justice system and can be under the influence of alcohol or illicit substances. Given that it is a high-risk group of individuals, safety is especially important and must be considered at all times.

The Shelter Services Worker must follow a person-centered approach and be skilled at de-escalation techniques and delivering culturally safe programming.

RESPONSIBILITIES

- 1. Assist program delivery as directed by program leadership and policies.**
 - Efficiently prepares shelter space for each shift;



- Completes daily reports, maintains log books, follows and completes daily checklist, and completes incident reports (RL6);
- Ensures all persons entering the facility complete the intake process;
- Record daily attendance and 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 safety policies;
- 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/crisis situations with clients using de-escalation techniques.
- Calls emergency first responder when indicated

2. 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 emotional 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 team lead and/or Supervisor of shelter services;
- Performs wellness checks on clients;
- 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, nonjudgmental and confidentiality;

3. Evaluates, documents and reports findings

- Documents appropriate information in the clients' behaviours;
- Documents in logbook and reports any incidents;
- Documents police responses and actions taken;



- 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 occupational health and infection control protocols

- Ensures the shelter facilities and equipment are cleaned and disinfected;
- Performs janitorial duties as outlined on cleaning log;
- Picks up garbage around perimeter of building to maintain clean environment;
- Complete daily disinfection logs and cleaning schedule;
- Understands and complies with Occupational Health and Safety (OHS) and proper use of personal protective equipment (PPE);
- Participates in occupational health & safety committees, staff meetings and/or safety huddles;
- Follows protocols as per the direction of the supervisor or manager, Shelter Services.

WORKING CONDITIONS

Physical Demands

The work requires moderate – high amounts of walking, standing, lifting and bending as well as helping clients who need assistance with mobility.

Environmental Conditions

The free flow shelter is a high-risk environment. Shelter users are often under the influence drugs and/or alcohol, including unknown illicit substances. There are frequent outbursts and aggressive behaviours exhibited by shelter users. Calls to the RCMP or emergency response to respond to immediate safety concerns are made by shelter services on an almost daily basis.

The incumbent works in an environment where they are exposed to blood or body fluids daily. There are potential risks of exposure to communicable diseases (i.e. Tuberculosis, Hepatitis C, HIV, COVID-19) daily throughout the shift. Clients are often uncooperative with wearing masks or following directions.

Sensory Demands

The incumbent uses combined senses of sight and hearing when monitoring and observing clients to maintain a safe environment for shelter users and staff. The incumbent is responsible for assessing the physical surroundings in the work zone daily for the full shift.



Mental Demands

Persons accessing shelters present with multiple complex needs and the incumbent will be exposed to physical and verbal violence, racism, and other emotionally disturbing experiences. Sometimes these incidents are directed at staff and intended to cause harm.

Unpredictable behaviours, violence, disrespect, racism, and aggression occur daily. 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 8 or 12-hour (approximately) day shifts within the shelter facility, the incumbent will have direct daily exposure to high risk situations as well as underlying socio-economic issues related to homelessness, mental health and addictions.

KNOWLEDGE, SKILLS AND ABILITIES

- Working understanding of policies, procedures and protocols related to the infection and prevention of transmission;
- Ability to work in a culturally diverse environment;
- Understanding of oppression and marginalization of individuals experiencing homelessness;
- Basic knowledge of case management for shelter clients;
- Basic knowledge of harm reduction concepts;
- Ability to maintain calm, exhibiting controlled and professional behaviour;
- Ability to make rational decisions where management advice is not immediately available;
- Ability to safely respond to crisis situations and respond nonjudgmentally to problematic behaviours in a timely fashion;
- Problem-solving, communication, and interpersonal skills;
- Ability to work in a team environment - makes positive contributions to the team, supports and backs up team members at all times;
- Flexibility and ability to multi-task;
- Customer service and conflict resolution skills;
- Ability to work under pressure in high intensity situations;
- Ability to manage own personal feelings and beliefs;
- Ability to establish collaborative relationships with clients and work on their strengths;
- Understanding of professional boundaries and client rapport;
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of Grade 12 and 1 year of directly related experience in a free flow shelter or supporting persons with a mental health and/or addictions diagnosis.

Equivalent levels of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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: Select language

- ☐ Required
- ☐ Preferred