



**IDENTIFICATION**

Agency	Position Title	
Housing NWT	Supervisor, Shelter Services	
Position Number	Community	Division/Region
93-15998	Yellowknife	Homelessness Programs/HQ

**PURPOSE OF THE POSITION**

The Supervisor, Shelter Services (Supervisor) is responsible for 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 a person-centered approach and that the quality of services are maintained in order to fulfill the needs of shelter clients. They will also ensure that services offered are in compliance with any established directions of the Office of the Chief Public Health Officer (OCPHO).

**SCOPE**

Located in Yellowknife, the Supervisor, Shelter Services reports to the Manager, Shelter Coordination and may work at any of the Agency’s supported shelter facilities. Under the direction of the Manager or their designate, the Supervisor provides day-to-day oversight of the shelter programs, 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, shelter operations, and ensures screening and monitoring of all persons accessing the shelter for serious communicable disease symptoms. Members of the shelter team also provide therapeutic programing, and serve meals.

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 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 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 of clients.
- 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.
- Provides information and recommendations of capital expenditures, proposals and facility planning.

### **2. Coordinates and supervises 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 supports to clients.**

- Provides entry-level case management support.
- Ensures wellness checks on clients are performed, ensuring essential and non-essential client needs are met.
- Supports client intake and discharge.
- 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.

### **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 walking, standing, lifting and bending as well as occasionally assisting with mobilization of clients.

### **Environmental Conditions**

The incumbent works in a designated shelter and regularly interacts with behaviourally difficult clients. May be exposed to communicable disease and unpleasant bodily fluids.

### **Sensory Demands**

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

### **Mental Demands**

Unpredictable client behaviours, including violence and aggression, occur on a daily basis with varying measures of longevity and intensity.

When at a facility, persons accessing the shelter may attempt physically or verbally assault the incumbent. Working at the facility also creates exposure to risk situations related to communicable diseases.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of regulations and guidelines on communicable disease responses provided by the Chief Public Health Officer.
- Knowledge of policies, procedures and protocols related to infection and prevention of disease transmission.
- Knowledge of Naloxone and its administration.
- Ability to perform CPR.
- Knowledge of recovery model and trauma informed practices.
- Ability to work in a culturally diverse environment.
- Knowledge of case management for shelter clients.
- Knowledge of harm reduction philosophy.
- Ability to maintain calm, controlled and professional behaviour.
- Ability to think critically and analyze situations methodically to make rational decisions.
- Ability to make rational decisions where management advice is not immediately available.
- Ability to act effectively and compassionately during crisis/ stressful situations
- Ability to work in and adapt to a transient environment.
- Verbal and written communication skills.
- Problem-solving skills.
- Interpersonal skills.
- Flexibility and ability to organize tasks efficiently
- Customer service and conflict resolution skills.
- Ability to ensure any subordinate role also prioritize staff mentorship and on-the-job training, including staff development.
- 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:**

A degree in a health and social services field such as nursing or social work, with three years' relevant experience.

Equivalent combinations 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:** Select language

Required

Preferred