

IDENTIFICATION

Agency	Position Title	
Housing NWT	Team Lead, Shelter Services	
Position Number	Community	Division/Region
93-16004	Yellowknife	Homelessness Programs/HQ

PURPOSE OF THE POSITION

The Team Lead, Shelter Services is responsible for providing leadership and day-to-day oversight of shelter programs in Yellowknife. The Team Lead also 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. The Team Lead may work at any of the Agency’s supported shelter facilities.

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 incumbent provides leadership as part of the multidisciplinary team which provides therapeutic programming, serves meals, screens all persons accessing the shelter and monitors for serious communicable disease symptoms

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 potential communicable disease protocols and activities.
- 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, Shelter Services with performance management.
- Acts as a mentor to Shelter Services Workers.
- Supports shelter staff in entry-level case management.
- Has daily check-ins with supervisor.
- Ensures daily statistics are collected.
- Builds rapport with clients.

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

- Assists with research of best practice models.
- Works with staff and clients regarding person- centered program planning and development.
- Assists with program implementation.
- Ensures clients receive person-centered, recovery-oriented service.
- Participate in planning meetings with the Manager, Shelter Coordination, program planning meetings and other groups as requested.
- Assists with plans and 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 program outcomes and makes recommendations for improvements.

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

- 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 direct 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.
- 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. 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 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 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.

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 procedures and protocols related to infection and prevention of disease transmission.
- Knowledge of Naloxone and its administration.
- 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.
- Knowledge of case management for shelter clients.
- Knowledge of harm reduction philosophy.
- Ability to maintain calm, controlled and professional behaviour.
- 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.
- Problem-solving skills.
- Interpersonal and verbal communication skills.
- Ability to work in a team environment.
- Ability to be flexible and organize tasks efficiently.
- Customer service and conflict resolution skills.
- Ability to set and maintain professional and personal boundaries.
- Ability to exercise ethical judgment, maintain integrity and confidentiality.
- Ability to ensure any team member's roles 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:

Certificate in Human or Social Services such as criminology or social work, plus one year of relevant experience.

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: Select language

- Required
- Preferred