

**IDENTIFICATION**

Agency	Position Title	
Housing NWT	Shelter Services Worker	
Position Number	Community	Division/Region
93-16015	Yellowknife	Homelessness Programs/HQ

**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 Worker provides a safe and secure environment for clients by performing screenings upon entry and by providing direct support to shelter clients.

**SCOPE**

Reporting to the Supervisor, Shelter Services, the Shelter Services Worker is an integral member of the day-to-day operationalization of Shelter programs by assisting with program delivery and providing direct support to shelter clients. The shelter services worker may work at any of the HNWT-supported shelter facilities.

The position works as part of a multidisciplinary team, of which members provide therapeutic programming, serve meals, and screen all persons accessing the shelter.

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 with 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 support to clients and ensures safe 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 Supervisor, 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.

**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 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.
- Knowledge of non-violent crisis intervention.
- 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 to 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 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:**

Grade 12 diploma or specific on-the-job training and one-year 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