

IDENTIFICATION

Department	Position Title	
Housing Northwest Territories	Supervisor, Shelter Operations	
Position Number	Community	Division/Region
93-17132	Inuvik	Policy and Planning / Beaufort Delta

PURPOSE OF THE POSITION

The Supervisor, Shelter Operations is responsible for providing day to day supervision of and monitoring the shelter operations and services at the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre to ensure the shelter continues to operate and provide quality services to fulfill the needs of Shelter Users. The position also supports the implementation of homelessness initiatives and programs of Housing NWT in the Beaufort-Delta region.

SCOPE

Located in Inuvik, the Supervisor, Shelter Operations (Supervisor) reports to the Operations Coordinator, Shelter Services, and is responsible for overseeing the operations and sheltering services of the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre. This position supervises the Shelter Services Workers and ensures operations of the shelter according to policies and procedures set forth by Housing NWT.

The Supervisor is the main point of contact for the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre, and is responsible for providing guidance and training to the shelter staff in order to ensure the stabilization and continuity of the shelter operations and services provision. This position works closely with representatives from the Government of the Northwest Territories (GNWT) Departments, Indigenous Governments, community partners, education bodies, Housing NWT headquarters and district offices, health and social services authorities as well as non-government agencies (NGOs) to ensure that vulnerable NWT residents requiring emergency shelter, especially persons experiencing homelessness, are able to access the emergency overnight sheltering facility in Inuvik.

Also, where appropriate, the staff at the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre provide referrals to other important wrap-around wellness supports to all persons accessing the facility, who are often vulnerable, struggle with addictions and at high

risk. The majority of Shelter Users 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, 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 at the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre are delivered through trauma informed practices and cultural safety.

The Supervisor provides day to day oversight and guidance to indeterminate and casual Shelter Support Workers. The incumbent helps the staff navigate and provide referrals and ensures the Shelter Support Workers perform duties in accordance with established standards and procedures by providing direct guidance and training, monitoring the work, and reporting to the Operations Coordinator as required. Difficult issues and non-compliance issues are reported and escalated to the Manager, Homelessness Strategy and Implementation.

The Supervisor, Shelter Operations works shift-work, and is required to work flexible hours, if and when needed. This position may require the incumbent to be on-call.

RESPONSIBILITIES

1. Oversees the operation of the shelter and the work of shelter staff in order to achieve and maintain the desired level of the program and services.

- Provides day to day direct supervision of the Shelter Support Workers.
- Is responsible for intake of shelter clients and coordinating referrals to the Client Supports Coordinator.
- Ensures that the Shelter Support Workers are provided an adequate level of support to Shelter Users pursuant to sheltering standards, procedures, and guidelines.
- Develops orientation modules and establishes standard operating procedures for the Shelter Support Workers.
- Provides orientation, training and guidance to the Shelter Support Workers on established guidelines and approaches related to the shelter services to ensure staff understand and effectively communicate the procedures and protocols to the Shelter Users.
- In consultation with the Operations Coordinator, provides ongoing operational updates to community partners; including compliance with Housing NWT agreements, financial reporting, staffing needs and the training and development of staff.
- Reviews all business processes of the shelter for quality assurance and presents the findings and recommendations to the Operations Coordinator.
- In collaboration with the Operations Coordinator, develops, implements, monitors and evaluates standards, protocols and standard operating procedures to ensure the operational requirements for Housing NWT shelter services are met.

- Develops and implements a training and development system through which the Shelter Support Workers acquire important front-line skills such as trauma-informed practice, mental health first aid and cultural sensitivity.
2. **Coordinates and liaises with Indigenous governments, community partners, non-governmental organizations and other GNWT Departments and authorities to provide services to shelters.**
 - Where appropriate, identifies and implements actions and measures to connect vulnerable persons accessing sheltering services to vital wrap-around services such as support for housing, physical health, mental health, addictions, and career development.
 - Liaises with other Indigenous governments, community partners and GNWT social programming agencies to take an integrated systems approach in supporting vulnerable Shelter Users requiring assistance.
 - Develops and coordinates procedures and processes on access to shelter services, a case conferencing model, and recommendation/reporting processes.
 - Builds engaging and productive relationships with system stakeholders.
 3. **Researches, analyzes and utilizes best practices to improve the sheltering system.**
 - In collaboration with Indigenous governments, community partners, health and social services authorities, GNWT departments, education bodies and Housing NWT district office, assesses and reports on the cross- system service needs in the housing, health, social and education system.
 - Researches and analyzes best practices of the sheltering program and services for vulnerable persons.
 - Participates in the development, adaptation and implementation of procedures, policies, directives, guidelines, program of studies, and promising practices documents and programs that support GNWT priorities.
 - Develops and delivers workshops, in-service sessions, courses, briefings, and presentations to promote projects and approaches.
 4. **Reports, monitors, and supports the evaluation the sheltering operations and service delivery.**
 - Monitors and reports the budgets and expenditure.
 - Identifies and reports resource requirements and deficiencies for continuity of shelter operations.
 - Maintains activity reports.
 5. **Coordinates and supervises the human resources within the Inuvik Homeless Shelter and the Inuvik Emergency Warming Centre**
 - 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 Operations Coordinator 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.
- Ensures that appropriate measurable indicators and administrative data are collected for the purposes of program evaluation.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The incumbent works at the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre and will have occasional exposure to behaviourally difficult clients and health/accident hazards.

Sensory Demands

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

Mental Demands

Persons accessing the shelter present with multiple complex needs and the incumbent will be exposed to violence, traumatic histories and other emotionally disturbing experiences. Unpredictable behaviors, 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 the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre, and will have direct daily exposure to high- risk situations related to underlying socio- economic conditions. The Supervisor will experience competing, urgent priorities, uncertainty about what to expect while at work and conflicts caused by non- complaint Shelter Users.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of trauma informed practices and recovery model.
- Ability to acquire knowledge of, and to develop relationships, work collaboratively and communicate effectively with GNWT Departments, Agencies, and service areas as well as, Indigenous Governments, community partners, non-government organizations (NGOs) and health authorities and key stakeholders in the Beaufort Delta region.
- Knowledge of and ability to implement ethical, equity-based processes.
- Knowledge application of policies, procedures and protocols related to the infection and

prevention of transmission.

- Coordination, facilitation and interpersonal skills demonstrated in a variety of diverse cultural and community contexts.
- Oral, written, electronic communication skills as well as the ability to adapt communication styles to accommodate different needs.
- Skilled in the use of computer and technology for purposes of communication and presentation.
- Ability to develop and deliver workshops, in-service sessions, courses, briefings, and presentations to promote projects and approaches.
- Ability to commit to ethics, including respect for client privacy and consent driven information sharing.
- Ability to analyze, evaluate and interpret information and apply with within the unique social, economic, and political environment of the NWT.
- Ability to manage time and tasks efficiently and effectively; ability to work independently on complex matters, and to lead and work effectively in teams.
- Ability to manage scheduling, and approve leave, travel and other staff activities to ensure sufficient service coverage and efficient use of staff equipment and space.
- Ability to be sensitive to geographic and cultural needs of people, understanding how community and culture impact the delivery of fundamental services.
- Ability to maintain calm, exhibiting controlled and professional behavior.
- Ability to think critically and analyze situations methodically to make rational decisions where management advice is not immediately available.
- Ability to act effectively and compassionately during crisis/ stressful situations.
- 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 diploma in Social Work and three (3) years of relevant experience including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ 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