

## IDENTIFICATION

| Department                    | Position Title          |                                         |
|-------------------------------|-------------------------|-----------------------------------------|
| Housing Northwest Territories | Shelter Services Worker |                                         |
| Position Number               | Community               | Division/Region                         |
| 93-17133                      | Inuvik                  | Policy and Planning /<br>Beaufort Delta |

## PURPOSE OF THE POSITION

The Shelter Services Worker is responsible for providing advocacy, care and support to Shelter Users who are temporarily in need of shelter services. The Shelter Services Staff provide a safe and secure environment for Shelter Users by performing intake/screenings upon entry and maintaining other appropriate protocols.

## SCOPE

Located in Inuvik, the Shelter Services Worker reports to the Supervisor, Shelter Operations, and is an integral member of the day-to-day operationalization of the Inuvik Homeless Shelter and Inuvik Emergency Warming Centre programs by assisting with program delivery and providing direct support to Shelter Users.

The position works as part of a multidisciplinary team, of which members provide therapeutic programming, serve meals, intake and screen all persons accessing the shelter, as well as provide basic social supports in collaboration with Indigenous governments, community partners, the Health and Social Services Authority, Government of the Northwest Territories (GNWT) departments and Housing NWT District Office where appropriate.

Shelter Users 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 will be required to follow a person-centered approach and be skilled in trauma-informed practices and cultural safety.

## **RESPONSIBILITIES**

### **1. Assists program delivery, as designated by the Supervisor, Shelter Operations.**

- Efficiently sets up/ tears down shelter space for each shift.
- Accurately records day-to-day happenings using appropriate methods, maintains logbooks and completes incident reports.
- Ensures all persons entering the facility are screened and orientated.
- Conducts Shelter User intake interviews and enters 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 Shelter Users 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 Shelter Users or groups.
- Ensures the environment is supportive and safe for Shelter Users 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 Shelter Users using de- escalation techniques.

### **2. Provides supports to Shelter Users and ensures safe and healthy environment for Shelter Users 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 Shelter Users 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 Shelter Users.
- Supports Shelter User intake and discharge.
- Provides entry level case management support, in coordination with the Client Services Coordinator.
- Ensures essential and non-essential Shelter Users needs are met.
- Engages and communicates with Shelters Users following person centered, trauma informed philosophy.
- Ensures professional and personal boundaries.
- Ensures integrity, judgement, and confidentiality.

### **3. Evaluates, documents and reports findings.**

- Documents appropriate information in the Shelter User's behaviour plan/records.
- Maintains daily documentation of duties performed.
- Gathers and records statistical data relevant to Shelter Users and program.
- Provides all necessary client and program reports to the designated Supervisor, Shelter Services.
- Monitors, evaluates, and documents when appropriate Shelter User 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 Operations Coordinator, Shelter Services.

## **WORKING CONDITIONS**

### **Physical Demands**

The work requires moderate – high 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 may be exposed to bodily fluids. There are potential risks of exposure to communicable diseases on a daily basis throughout the shift. Considerable disagreeable conditions as well as health and accident hazards.

### **Sensory Demands**

The Shelter Services Worker 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 shift.

### **Mental Demands**

Persons accessing shelters present with multiple complex needs and the Shelter Services Worker will be exposed to violence, traumatic histories, and other emotionally disturbing experiences. Unpredictable behaviours, 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. There is unpredictability in the environment and the incumbent may experience concern about the potential for physical / verbal assault. Within the day shelter facility, the Shelter Services Worker will have direct daily exposure to high-risk situations, as well as underlying socio-economic issues related to homelessness, mental health, and addictions. The position encounters competing, urgent priorities, uncertainty about what to expect while at work, and conflicts caused by non-compliant Shelter Users.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of and/or the ability to acquire and apply knowledge of policies, procedures and protocols related to the infection and prevention of transmission.
- Knowledge of recovery model and trauma informed practices.
- Knowledge of and/or the ability to acquire knowledge of harm reduction philosophy.
- Ability to acquire and apply knowledge of case management for Shelter Users.
- Interpersonal skills as well as verbal and listening communication skills.
- Customer service and conflict resolution skills and the ability to listen and respond positively in all Shelter User situations.
- Ability to maintain calm, exhibiting 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 maintain awareness of the importance of confidentiality and keep all Shelter User's personal and medical information private and confidential at all times.
- Ability to work in and adapt to a transient environment.
- Ability to provide CPR and Naloxone.
- Ability to work in a culturally diverse environment.
- Ability to problem-solve and/or act quickly and decisively in time sensitive situations.
- Ability to be organized, self-directed and to prioritize work.
- Ability to be flexible and contribute positively in a cooperative team environment.
- Ability to commit to 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:**

The completion of Grade 10 and six (6) years of relevant lived experience in the NWT providing support in community, shelter, wellness, and correctional or mental health settings.

Equivalent levels of education and experience will be considered.

## **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

Position requires the incumbent to be trained or willing to be trained in Cardio pulmonary resuscitation (CPR), Non-Violent Intervention (NVI), and First Aid-Administering Naloxone.

### **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