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## EMPLOYMENT OPPORTUNITY

**Position:** Shelter Support/Community Integration Workers (SS-CIW)  
**Program:** Hostel  
**Class:** Client Support Worker  
**Type:** Relief (part-time)  
**Hours:** Variable (days, evenings, overnights and weekends) –as needed.  
**Deadline:** Ongoing

**Other:** Relief positions have the potential to lead to full time opportunities.

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## PROCESS

From time to time, A Place Called Home will be hiring 'relief staff'. To have your resume on our list for screening, and potentially added to our interview list, please forward your resume and cover letter to A Place Called Home. Instructions for submitting resumes are at the bottom of the page.

*A Place Called Home's hiring team, scores all incoming resumes using a tool designed to be fair and transparent. Only those whose resume score within the predetermined range will be contacted for an interview.*

## INTRODUCTION

Under the supervision of A Place Called Home's Hostel Manager, the **SS-CIW** will be part of a team that provides a continuum of support services to:

- individuals and families residing in the shelter;
- those who have left our shelter system, but continue to be at risk of losing their current housing;
- those who are precariously housed;
- those who require further support to become integrated into the community.

## EXPECTATIONS

To be a successful member of the APCH team it is essential that all employees are empathetic, conduct themselves in an ethical manner at all times, be non-judgemental and respectful of our clients, fellow employees, employers, volunteers, supporters, visitors and all other representatives of A Place Called Home, holding confidentiality to a high standard.

1. The SS-CIW will use a client-centered approach and will be comfortable working within a harm reduction framework coupled with a **Housing First**<sup>1</sup> approach when assisting individuals and families.
2. The successful candidate will be a confident problem solver, be self-motivated and be able to effectively work independently as well as part of a team.
3. The SS-CIW will be comfortable working from a social justice perspective.
4. Candidates will have a basic knowledge of A Place Called Home's mandate and services.

## **REQUIREMENTS/QUALIFICATIONS**

The successful candidate will have:

- A two-year Social Service Worker certificate;
- Two-years' experience working in a homeless shelter or similar facility;
- An up-to-date First Aid/CPR certificate;
- An up-to-date Non-Violent Crisis Intervention certificate;
- The ability to provide an up-to-date clean police record check for the vulnerable sector;
- A broad knowledge, understanding and acceptance of those facing homelessness, living in poverty as well as those living with mental health conditions and/or addictions and the services that are available to them;
- Excellent verbal and communication skills;
- Exceptional interpersonal skills;
- An up-to-date Safe Food Handler's certificate or equivalent would be beneficial.

## **DUTIES/TASKS**

### **Direct Client Support**

- Complete intake with screening and assessments using the **VI-SPDAT**<sup>ii</sup> (Vulnerable Index Service Prioritization Decision Assistance Tool) for sheltered and unsheltered program clients;
- Maintain supportive relationships with sheltered and unsheltered clients and those living independently in the community who are at extreme risk of losing their homes due to mental health and/or addiction conditions;
- Contribute to the development of high quality person-centred care plans through teamwork and interaction with fellow SS-CIW's, the Shelter Manager and the Homeless Response Clinicians;
- Assist clients in maintaining their personal health and wellbeing;
- Monitor, gather, record and pass on relevant client information and data in both formal and informal settings;
- Act as a strong advocate for clients to access and maintain support services;
- Provide conflict resolution in a group setting and one on one;
- Liaise with community partners to provide appropriate support to clients as needed;
- Provide positive role modelling;
- Adjust level of support to client's current abilities/barriers;
- Provide aftercare supports to former residents as required;
- Be prepared to share pertinent and vital information to emergency service personnel as required.

### **Administrative Tasks**

- Maintain client files;
- Draft case notes, complete daily logs, and upload reports using specialized (WISH based) software;
- Maintain statistical data;
- Answer phones and record and pass on messages to the appropriate internal person(s);
- Check email and respond to email inquiries when appropriate and/or pass on to the appropriate person(s) within the agency;
- Complete incident and accident reports in a timely fashion and forward to the appropriate group within the agency;
- Attend weekly staff meetings.

## **Shelter Operations**

- Facilitate the daily cleaning and maintenance of the shelter buildings;
- Discharge rooms;
- Prepare and post resident chore sheets;
- Facilitate the preparation of daily meals and snacks and ensure that approved food and beverages are accessible for clients to help themselves, following 'safe food handling' protocols;
- Check supplies and report when items are getting low;
- Ensure health and safety measures are followed by clients, staff and volunteers;
- Ensure that designated volunteer chores are done safely and appropriately as necessary.

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<sup>i</sup> **Housing First** is a homeless assistance approach that prioritizes providing people experiencing homelessness with permanent **housing** as quickly as possible – and then providing moderate to intensive voluntary supportive services as needed to maintain permanent housing.

<sup>ii</sup> The **VI-SPDAT** is a pre-screening, or triage, tool that is designed to be used by all providers within a community to quickly assess the health and social needs of homeless persons and match them with the most appropriate support and housing interventions that are available.

## **Application Instructions**

**Resumes will be kept on file for nine months, please update and resend your resume when that time elapses.**

**All resumes are to be submitted to the attention of Dyan Wallace, Administration.**

**To send your resume by email it must be in Microsoft Word or in a PDF format. Resumes that are not in one of the two accepted formats may not be considered. Email to [info@apch.ca](mailto:info@apch.ca).**

**To fax your resume, please send to 705-328-3547.**

**To mail your resume, please send it to 64 Lindsay Street South, Lindsay ON, K9V 2M2.**

*Thank you for your interest in employment opportunities at APCH.*