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EMPLOYMENT OPPORTUNITY

Position: Shelter Support/Community Integration Workers (SS-CIW)
Program: Hostel
Class: Client Support Worker
Type: Full time and Relief(Call in)
Hours: Variable (days, evenings, overnights and weekends)
Deadline: ongoing

Please note: Only those deemed eligible for an interview will be contacted by our office to schedule an interview or to advise you that you have been added to the interview list for future consideration.

INTRODUCTION

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

SS-CIW's will use a client-centered approach and will be comfortable working within a harm reduction framework coupled with a **Housing First**ⁱ approach when assisting individuals and families.

The successful candidate will be a confident problem solver, be self-motivated and be able to effectively work independently and as part of a team.

All employees will act ethically, be non-judgmental and be respectful of our clients, volunteers, fellow employees, supporters, visitors and other representatives of A Place Called Home.

The SS-CIW will be comfortable working from a social justice perspective.

REQUIREMENTS/QUALIFICATIONS

The successful candidate will have:

- a two-year certificate in the Human Services field or equivalent (Social Service Worker preferred);
- 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;
- excellent verbal and communication skills;
- exceptional interpersonal skills.

DUTIES/TASKS

Direct Client Support

- Complete intake with screening and assessments using the **VI-SPDAT**ⁱⁱ (Vulnerable Index Service Prioritization Decision Assistance Tool) for sheltered & non-sheltered 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 addiction conditions;
- Contribute to the development of high quality person centred care plans through teamwork and interaction with fellow SS-CIW's, Shelter Manager and the Housing First Clinician;
- 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 emergency 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;
- Supervise and delegate chores to volunteers as necessary.

ⁱ **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.

ⁱⁱ 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 Katrina Wylie, Administration.

To send your resume by email it must be in Microsoft Word or in a PDF format. Resumes we receive that are not in one of the two accepted formats may not be considered. Email info@apch.ca.

Thank you for your interest in employment opportunities at APCH.