



Permanent, Part-time

ShelterCare Support Worker (Relief: Days/Evenings, Nights)

House of Friendship – ShelterCare

At House of Friendship we believe in what we are doing. We get out of bed each day to make a difference in our community; to walk with and to serve. We are not happy with the status quo. We get energy from ongoing learning and growth. We lead with passion and believe without a doubt that everyone deserves to belong and thrive. We live and breathe our values of Compassion, Inclusion, Justice, Dignity and Hope. And we have fun!

Sounds pretty great doesn't it? It is!

This is an amazing opportunity to be a part of something new and exciting. ShelterCare is a shelter program that is following the ShelterCare model of providing a place to stay and staff support 24/7. ShelterCare creates opportunities where individuals experiencing homelessness have access to on-site, integrated housing and health supports so they can become healthier and house - exiting the cycle of homelessness for good. Come and join us as we forge a new path and prepare for our move to our new permanent home where we will fully implement this model.

We are looking for individuals who are passionate about this work, have educational and/or relevant work/ lived experience and who are committed to using a trauma-informed and strength-based approach to supporting people experiencing homelessness. In particular we are looking for people who have an awareness and support of harm reduction approaches, who are comfortable responding to emergency situations and providing First Aid/CPR when applicable and who have strong relationship management skills and the ability to engage in meaningful conversations to develop rapport with the people we serve.

We are hiring for two different relief shifts:

- 1. Days/Evenings**
- 2. Nights**

**** These are permanent, casual positions. You must be available to work a minimum of three (3) shifts per month. A satisfactory Vulnerable Sector Police Records Check (from within the last 6 months) will be required. ****

Key Responsibilities:

- Engage participants in meaningful support relationships to achieve the goal of obtaining permanent housing, wellbeing stability and a successful stay while accessing ShelterCare
- Understand and consistently implement program policies and procedures, including and not limited to: incident reporting, harm reduction, fire prevention, privacy and confidentiality, restrictions and restorative practices, storage of personal belongings, etc.
- Work with each new person accessing the program for intake conversations and orientation to the program, including expectations and intended program outcomes of the shelter stay

- Engage in rapport building with individuals while doing on the floor tasks such as healthy living space assessments and life skill building
- Connect with a caseload of individuals accessing the shelter to develop personalized housing plans to ensure experiences of homelessness as brief as possible
- Engage participants in building life skills tied to housing retention, such as navigating community resources to enhance the circle of support and resources pertaining to financial and overall wellbeing
- High level of professional accountability and integrity in managing data (e.g. HIFIS, day logs, support notes) and any required work involving database entry
- Attention to detail and integrity in managing the personal belongings of the people we serve, including the signing in and out and management of medications
- Act as a first responder to medical emergencies/crisis to ensure participants' wellbeing and navigate emergency services to respond
- Implement work procedures to improve our service excellence and organizational culture;
- In order to ensure a clean and hygienic environment for all, cleaning up bodily fluids/waste, may, at times, be required
- Witnessing and responding to crisis
- Confidently support conflict de-escalation while addressing behavioural concerns to ensure effective mitigation of risk
- Contribute to a culture of belonging and connection where each person is valued
- There is an inherent level of risk, and at times unpredictability involved in the work we do
- We will work together to ensure we effectively mitigate risk in an effort to create an environment that is physically and psychologically safe for participants, staff and partners
- Assist in program planning, development and improvement through special projects, committee work or ad hoc working groups
- Engage in ongoing training and development, including daily on-the-job learning within the program, required courses and learning opportunities provided at an organizational level
- Participate in scheduled team meetings, program and organizational town halls
- Contribute to the organizational strategic planning process and annual planning processes within the program

Skills & Experience:

- Two year post-secondary education in a related field of study (i.e. social services, social work, addictions, mental health, community development etc.).
- Experience providing individualized support services
- Experience of homelessness or relating with people experiencing homelessness
- Experience of working with those who have experienced mental health challenges, addictions and trauma
- Aptitude for accurate and objective note keeping and data entry
- Strong oral and written communication skills
- Commitment to a trauma-informed and strength-based approach to supporting people
- Very good oral and written communication skills



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- Ability to handle crisis situations in a calm and collaborative manner
- Awareness and support of harm reduction approaches
- Comfortable responding to emergency situations and providing First Aid/CPR when applicable
- Strong relationship management skills and the ability to engage in meaningful conversations to develop rapport with individuals
- Commitment to understand and uphold the mission, vision and values of House of Friendship is expected;
- Maintain connection to your personal reasons for doing this work and how your purpose connects to the mission, vision and values of the organization and program
- Commitment to consistently upholding the policies and procedures for the program and organization, even when circumstances make it difficult to do so
- Exemplary emotional intelligence, resilience, communication, conflict management and problem solving skills required;
- Ability to work professionally as a team member with staff, participants and community members;
- Experience or strong interest in working with diverse and vulnerable populations including people from various cultural backgrounds, income levels, and sensitivity to their needs;
- Experience with and willingness to continue learning to use an anti-racism, anti-oppressive and trauma informed approach to support work, program design, evaluations of processes and service delivery;
- Must be dependable, professional, adaptable, a team player, and have an ability to extend hope;
- Respectful, supportive and engaging approach to persons with physical and/or cognitive disabilities, addictions, trauma, mental illness and other life challenges;
- Excellent organizational and time management skills – attention to detail including skills in logistics, planning and objective note keeping;
- Liaison with local emergency and mental health services (ie. CMHA, police services, EMS, Here 24/7)
- Experience using online communication platforms, such as Microsoft Teams, is an asset

Rate of Pay:

At House of Friendship all compensation ranges are categorized under a series of “grades” and we base our payment structure on internal equity. When determining rate of pay, a candidate’s past related experience will be taken into consideration along with where others with similar experience are currently on the pay grid.

Note: Due to the internal composition of our pay grids, many team members with lengthy experience are between the start and mid-point of the range and therefore most new team members will be placed accordingly.

Grade: 4
Min: \$21.31
Mid: \$24.68
Max: \$28.05



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Working Conditions:

- Work as needed; required to be available to work at least 3 shifts per month
- Encountering participants at program sites who may be under the influence of alcohol or other drugs, and/or experiencing symptoms of mental illness can be expected

COVID-19 Vaccination Policy:

To maintain the safety of staff and participants, House of Friendship has implemented a COVID-19 Vaccination Policy. All Staff hired after October 19, 2021 are required to provide proof of being Fully Vaccinated against COVID-19 as a pre-condition of their employment or placement offer. If an individual is unable to be vaccinated against COVID-19, they will be required to submit written proof verifying a medical reason or by submitting a request under the Ontario Human Rights Code and agree to regular Rapid Antigen Testing at least two times per week. When documentation has been received and approved, House of Friendship will provide accommodation up to the point of undue hardship in compliance with the OHRC and may follow up to receive further information and/or documentation as required. Failure to meet these requirements will result in the immediate revocation of an offer of employment.

If you are as passionate as we are about serving the community, let's talk.

Please apply with your resume and cover letter here:

<https://house-of-friendship.hirehive.com/job/112462/sheltercare-support-worker-relief>

We are currently hiring for Days/Evenings and Nights Relief staff.

Please select which shift you are interested in when applying.

Please select all that apply.

This posting will remain open until all positions are filled.