



JOB POSTING

Relief Shelter Support Worker

Position Type: Casual

Job Reference Code: BP 2022

Salary: \$23.31 - \$23.61 per hour + plus 4% vacation pay as per the collective agreement

About Red Door: Red Door is a non-for-profit organization. The mission of the Red Door Shelter is to end homelessness for each family that comes through our doors by providing a safe, temporary refuge and critical services to support them in healing, rebuilding their lives and integrating back into a community. At Red Door, we strive for quality care, advocacy, collaboration, integrity and accountability.

Responsibilities:

Case Management

- Provides emergency intake and orients new residents on shelter rules and regulations when a Shelter Worker is unavailable to do so, following established guidelines.
- Maintains contact with residents by providing feedback, behaviour management, input and/or crisis intervention on issues pertaining to daily living and compliance with developed action plans.
- As directed, ensures residents are receiving required community services (e.g. legal services, housing, immigration, health etc.) by advocating and coordinating outreach as necessary to advance client's cases.
- Collaborates with Shelter staff on client needs and supports planning for transition to community living.
- Accompany residents to external meetings and appointments as required. Update progress reports and identifies issues and provides feedback for case management reporting.
- Assists Shelter, Housing and Outreach Workers in providing support, feedback, and information to facilitate resident transitioning back to the community.
- Supports residents in following through goals and ensures resident chores are completed.
- Enforces house rules and performs scheduled room/unit checks; removes any items that are not permitted within the shelter; screens visitors, reports unacceptable behaviour and ensures the cleanliness of the rooms/units.
- Educates and supports residents to ensure rooms/units are maintained in a clean and orderly fashion as per Red Door Family Shelter's standards. Leading, supporting, facilitating, and acting as role model to residents for cleaning shelter living spaces.
- Clean and set up rooms/units in preparation for new residents when required.
Documents notes in communication logs, To Do logs and in the database (SMIS, WISH)
- Assumes other such responsibilities as may be deemed necessary from time to time.

Residence Operations

- Responsible for reviewing daily status updates of the residence to understand current issues and ensure follow up is provided in a timely basis.

- Implements assignments for residents which includes household chores, action planning to resolve any outstanding issues and participates in the completion of outstanding chores
- Maintains and monitors household and medical supplies. Distributes client medications and household supplies following designated protocols.
- Responsible for providing a safe living environment through observation, taking appropriate action and applying conflict resolution techniques. This involves screening of visitors, crisis support including the escalation of issues to management and/or contact with local authorities when deemed necessary.
- Performs administrative functions following established guidelines in the distribution of financial assistance, references letters, transportation etc.
- Assumes other such responsibilities as may be deemed necessary from time to time.

Qualifications:

- Post-secondary education, in a relevant program, required from an accredited college or university or combination of education and experience.
- Previous experience of a minimum of 6 months to 1 year working in an environment in providing critical support services to members of the community.
- Related social services diploma or equivalent with experience preferred.
- Demonstrated commitment to excellence in client service.
- Knowledge of the social service system in Toronto.
- Ability to deal with and de-escalate abusive behaviour.
- Initiative, reliability and ability to work positively as a member of a multi-disciplinary team.
- Ability to perform housekeeping procedures.
- Commitment to completing mandatory Hostel Standards, CPR & WHMIS training.
- Good oral and written communication skills.

How To Apply: Please submit your cover letter and résumé via web link provided below:

<https://www.jobillico.com/fast-postulation/10652685>

We thank all applicants, however, only those selected for an interview will be contacted. NO PHONE CALLS PLEASE.

Please note:

- 1.) All Red Door employees are required to be fully vaccinated as a condition of hire in accordance with the Red Door's Mandatory Vaccination Policy.
- 2.) A successful candidate will be required to clear vulnerable sector screening.

The Red Door is an equal opportunity agency and encourages applications from all those who wish to apply. We especially welcome those who have lived experiences and affinities that align with our clients in order to best represent their interests, including women-identifying people, members of the 2SLGBTQ+ community, Black, Indigenous, people of colour (BIPOC), newcomers to Canada, those who have experience with homelessness and violence, and those with disabilities. Regrettably, we are not fully wheelchair accessible at our main office or our Violence Against Women shelter.