



Job Posting

Position Title: Relief Shelter Support Worker

Position Type: Casual

Salary: \$22.16 hourly

Role Summary:

This position provides Relief coverage for absences of Full-time and/or Part-time Shelter Support Workers and Shelter Workers. The Relief Shelter Support Worker is responsible for the daily operations of the residence and assisting residents with their needs in compliance with the Red Door Family Shelter (the Shelter) policies and programs. This position may be called upon to conduct emergency intakes and short-term case management services.

Key Accountabilities:

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, behavior 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 behavior 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.
- Detail oriented individual with solid, evaluation, organizational, negotiation and conflict resolution skills.
- Hostel Training Certificate including CPR, WHIMIS, Hostel Standards and Guidelines, mental health intervention and crisis intervention, VAW specific training
- Ability to conduct interviews with clients to complete emergency intakes and implement service plans.
- Demonstrated ability to identify and provide solutions to client needs through standard or alternative practices.
- All staff, volunteers, and students require criminal reference checks. This includes vulnerable sector screening, which must be updated every three years.
- Thorough understanding of community services available to residents and applicable standards and guidelines.
- Demonstrated ability to deal courteously and effectively with staff and general public.

Core Competencies:

- Customer Service Focus /Communication/ Initiative/ Energy and Stress

How To Apply: Please submit your cover letter and résumé in-person to Angie Urbina, the HR Coordinator at:

Red Door Family Shelter 21 Carlaw Avenue Toronto, Ontario M4M 2R6 or email your application at hr@reddoorshelter.ca with the subject line indicating the position and your name.

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring.

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.

. . . . ending family homelessness, one family at a time.