



Red Door

FAMILY SHELTER

WOODGREEN RED DOOR FAMILY SHELTER
21 CARLAW AVENUE
TORONTO, ON M4M 2R6
TEL: 416.915.5671 FAX: 416.915.5698
www.reddoorshelter.ca

Red Door Family Shelter is one of the largest family shelters in Toronto, providing shelter and support for women and children affected by violence and families experiencing a housing crisis. We provide shelter and support to over 350 families every year. This is an exciting time to be joining the Red Door as we are preparing to open our new family shelter in the coming months.

Our Vision:

Ending family homelessness one family at a time.

Our Mission:

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.

Position:

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.
- Updates 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

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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.

Minimum Education/General Experience/Skill Requirements:

- 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

Job Types: Part-time, Casual

Salary: \$21.74 per hour

Red Door Family Shelter is an equal opportunity employer. We value diversity and encourage applications from all qualified candidates.

We thank all applicants for their interest in this position and will carefully consider all applications. In the recruitment process only, the candidates selected for an interview will be contacted. Information acquired will be used strictly for the purposes of recruitment for employment with the Red Door Family Shelter.

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All qualified candidates are invited to submit their cover letter and resume to:

Amber MacCulloch

Human Resource Coordinator

e-mail: hrcoordinator@reddoorshelter.ca

In the event an applicant selected for an interview requires an accommodation, please communicate the accommodation needed to Amber MacCulloch, Human Resources Coordinator.