JOB POSTING

Shelter Worker

Position Type: Full Time Contract – 6 Months

Job Reference Code: B-117

Location: Family Site (Booth)

Positions Available: One (1) position

Hours of Work: 40 hours/week,

Schedule: Monday to Friday (Rotating Shifts)

Week -1: 8:00 am to 4:00 pm

Week - 2: 3:30 pm to 11:30 pm

Salary: $26.05 - $26.95 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:

- Responsible for the coordination of the intake process and orientation of new residents following the Shelter's guidelines. This includes, but is not limited to, identifying resident needs and objectives for housing, legal assistance, counseling, and support for both residents and family members.
- Provide assigned residents with action plans consistent with established priorities and monitor weekly progress against action plans.
- Maintain 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.
- Ensure 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.
- Maintain case files and present weekly updates to team members at case management meetings. Ensure progress notes are entered daily.
- Attend and actively participate in case management meetings for all clients.
- Collaborate with Shelter staff on client needs and facilitate planning for transition to community living.

- Oversee housing intake process to establish and expedite process in obtaining appropriate accommodation; prepare plans, identify eligibility, and monitor progress.
- Accompany residents to external meetings and appointments as needed.
- Record and maintain current case notes and resident information in databases (i.e., SMIS, WISH)
- Review daily status updates of the residence to understand current issues and ensure follow up is provided on a timely basis.
- Conduct and facilitate Residents Meetings and all other resident related meetings as assigned.
- Develop case plans for residents and present at a weekly meeting. This includes household chores, action planning to resolve any outstanding case planning issues and participate in facilitating the completion of outstanding chores.
- Maintain and monitor household and medical supplies. Distribute 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.
- Perform administrative functions following established guidelines in the distribution of financial assistance, reference letters, transportation etc.
- Complete reconciliation of Petty Cash, TTC, keys, etc. at shift change.
- Identify client needs, recommend and distribute management approved financial assistance, TTC, gift cards, taxis/transportation, etc.
- Attend and participate in all staff meetings.
- Accurately communicate all shelter information during client meetings and shift changes.
- Assist students in the daily assignment of tasks, provide training and input in performance evaluations for end-of-terms assessments.
- Enforce house rules. Represent Red Door Family Shelter in a professional, courteous manner with all internal and external stakeholders.
- Assume other responsibilities as may be deemed necessary from time to time.

Qualifications:

- Post Secondary education, in a relevant program, required from college or university or combination of education and experience.
- Previous experience with a minimum 2 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.
- Toronto 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 identify and implement service plans.
- Demonstrated ability to identify and provide solutions to client needs through standard or alternative practices.
- 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.

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

www.jobillico.com/fast-postulation/10652988

Deadline for submitting application: July 19, 2022, by 5:00pm EST

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.