



Career Opportunity: Shelter Support Worker Overnights & Weekends – Full Time

Be a Part of the Residential Program Team:

This department provides programs and services that include a 30-bed shelter service, a 24-Hour Crisis Line, a Women's Program, a Children's Program. These services and programs are mainly organized and carried out through the structured and formal case management and client support process. The team provides programming and service delivery within a shift-based scheduling to ensure continuous service over days / evenings / overnights/ weekends.

Job Summary:

The position's overall responsibility is to ensure the effective delivery of services through a client support approach by: providing night and weekend coverage for the shelter; professional assistance and emotional support if necessary; ensuring that all information about significant occurrences on the night shift is accurately communicated to the relevant Case Coordinator.

Duties and Responsibilities:

- Respond to 24-hour crisis line: conduct needs assessment; provide emotional support, social services information and resources, as needed
 - Deliver initial information to Case Coordinator to develop case plans
 - If needed, provide emotional support
 - Resolve issues of conflict respectfully and promptly
 - Perform building security check
 - As required, perform client discharges according to established policy and procedures
 - If needed, conduct admission and initial interviews and address client basic needs
 - Respond to client's medical and personal needs as necessary
 - Assist in developing safety plans, if needed
 - Perform basic and mandatory shelter operation tasks
 - Respond to emergency situations as necessary
 - Perform basic and mandatory office administration tasks
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Job Requirements & Competencies:

- Relevant education and/or related experience in programs for intimate partner violence against women
 - In-depth knowledge and understanding of issues affecting women and children who have experienced abuse and resources to support them
 - Excellent documentation skills
 - Experience using Microsoft Word, Outlook, Excel, Access and Power Point ability to use database
 - Group facilitation and presentation skills
 - Consistent ability to demonstrate professional behavior in delivery of services
 - Knowledge and experience in crisis intervention
 - Respect for boundaries and excellent interpersonal skills
 - Demonstrate initiative to be proactive in the job
 - Demonstrate ability to positively accept and respond to feedback
 - Must be flexible with workday and/or hours
 - 1 year experience in providing emotional support to women experiencing intimate partner violence
 - Demonstrated skills in Microsoft Word, Outlook, Excel, Access and ability to use client case management database
 - Ability to navigate database and program software
 - Ability to communicate verbal and written information formally, accurately and clearly
 - Observation of strict confidentiality
 - Ability to adhere to policies and procedures and best practices
 - Goal and results driven
 - Ability to develop reliable work relationships within a diverse work environment
 - Ability to manage conflicts and capable of managing own emotional difficulties
 - Valid First Aid/CPR/Food Handling certificates or be willing to accept training
 - Light to moderate lifting, climbing stairs etc.
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You will benefit from:

- Group Insurance benefits, if eligible
 - Competitive compensation
 - Employee's Work-life balance
 - A positive work environment
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Please submit your cover letter and resume to:

Attention: Human Resources

Subject line: **SHELTER SUPPORT WORKER –FT**

Email: personnel@intervalhouse.ca

Good to Know:

We thank all applicants, however, only applicants with the required qualifications and competencies will be contacted.

Must be legally eligible to work in Canada and/or must have a valid work permit that allows the candidate to fulfill the requirements of the role.

All successful applicants must undergo a police vulnerable sector check.

Interval demonstrates its commitment to equity, diversity and inclusion, respect in the workplace and does not condone any form of discrimination and workplace violence.