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**SHELTER SUPPORT WORKERS – PART-TIME MIDNIGHTS/EVENINGS (28.5 hours bi-weekly)**

*Posted: October 9, 2019*

**Position Summary:**

Reporting to the Executive Director or designate, and working for Agape House-Eastman Crisis Centre Inc., the part-time **Shelter Support Worker (SSW)** will assume evening and weekend client and shelter support responsibilities, with special consideration and focus applied to serve the culturally diverse clients serviced by Agape House with sensitivity and competency. The midnight rotation SSW responsibilities are “quiet cleaning,” crisis line work, and client needs during the night, including possible intake and departure; including all documentation.

All employees of Agape House are also required to participate in a Performance Management Plan (PMP) process with the Executive Director; with an average of one meeting per year to be conducted during work hours. The full SSW job description is attached with this bulletin.

The position is a blend of midnights and evening (6pm-12pm) shifts. The position will begin November 5<sup>th</sup>, 2019, but training dates will start earlier.

**Hours of Work:**

The hours of work will be two (2) evening shifts and two (2) midnight shifts for a total of 28.5 hours bi-weekly. Night premium is applied for hours worked after midnight. As with all shelter positions, flexibility is required for this position should coverage be needed at other times of the day, and in emergency circumstances.

**Salary and Benefits:**

Wages and benefits for these positions will be earned and paid as per the current collective agreement, and according to the appropriate wage scale. Where applicable, overtime will be paid, as per our union contract. All overtime requests must be pre-approved by the Executive Director.

**Selection Process:**

Those interested in this part-time Shelter Support Worker position are encouraged to apply in writing by October 18<sup>th</sup>, 2019 at 12:00 pm with cover letter to the attention of:

**Tracy Whitby, Executive Director – Email: [director@agapehouse.ca](mailto:director@agapehouse.ca).**

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*We thank all for their interest in this position however only those selected for an interview will be contacted.*

## EASTMAN CRISIS CENTRE JOB DESCRIPTION

**POSITION TITLE:**        Shelter Support Worker

**Position Summary:** Under Supervision of the Executive Director and/or Senior Counsellor/Advocate, the Shelter Support Worker is responsible for the efficient delivery of programs and services to women and children who are victims of abuse. This delivery of programs will be consistent with set procedures as outlined below and stated in shelter policy.

### QUALIFICATIONS:

1. Educational Requirements:
  - a. A completed Letter of Accomplishment in Family Violence Intervention.
  - b. One year related work experience
2. Proven awareness and education of the issues of domestic violence and the issue of violence against women and their children, including the types of abuse, the impact of violence on the woman and her family, and the related historical, societal and power issues.
3. Clear understanding of confidentiality and the dynamics of a “supportive” relationship. Ability to maintain confidentiality and perform responsibilities under such a mandate.
4. Demonstrated organizational skills, and an ability to work with a minimum of supervision.
5. Be able to work effectively as a team member and to maintain an open, communicative and supportive working environment.
6. Clear criminal record and child abuse registry checks.

### DUTIES OF EMPLOYMENT

1. CLIENT SERVICE
  - 1.1\_ On admission, assess the immediate physical and medical needs of the resident and her children and when necessary, make referrals.
  - 1.2\_ Complete all intakes, information, and release forms accurately
  - 1.3\_ Identify and assess emotional and other needs of the client.
  - 1.4\_ Assist with protection plans
  - 1.5\_ Assist with child care when necessary and support services when assigned

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2. CRISIS LINE
    - 2.1 Screen and assess telephone calls by identifying, defining and prioritizing presented problems and make decisions according to the needs of the caller.
    - 2.2 Provide the caller with crisis counselling or information and make appropriate referral to other agencies if the caller's needs do not fall within shelter mandate.
    - 2.3 Callers are to be informed of proper procedure to follow if coming into shelter
    - 2.4 Calls are documented in the telephone log and on client contact sheets.
  
  3. HOUSEHOLD DUTIES:
    - 3.1 Assist clients with meal preparation and clean up duties. It is the responsibility of staff to see that meals are ready if clients are unable to assist
    - 3.2 Explain and encourage nutritious and economical meal and snack preparations
    - 3.3 Ensure proper storage of food products
    - 3.4 Thoroughly clean rooms, furniture, etc. as outlined in shelter cleaning procedures
    - 3.5 Assist with sorting of donations
    - 3.6 Responsible for ensuring daily upkeep of the shelter
    - 3.7 Janitorial duties
    - 3.8 Laundry
    - 3.9 Upkeep of inventory needs
  
  4. OTHER RESPONSIBILITIES
    - 4.1 Promote healthy communication and networking with other staff members and outside agencies
    - 4.2 Participates as a responsible team member by communicating and providing support to various co-workers and back-up when required
    - 4.3 Utilizes log books in an appropriate manner, ensuring clear communication with co-workers
    - 4.4 Active participant in debriefing with team members as needed
    - 4.5 Acts as a responsible team member by maintaining clear, direct and respectful communication with team members, co-workers and management.
    - 4.6 Is flexible to meet the demands of the job/agency, including availability for additional shifts
    - 4.7 Adheres to agency policy for conflict resolution and maintenance of a respectful workplace
    - 4.8 Regularly attend Staff Meetings
    - 4.9 All other duties as assigned