

## 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

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