

The INN St.Thomas-Elgin Weekend Overnight Shelter Support Staff Position Description

Location: The INN St. Thomas-Elgin, 10 Princess Avenue, St. Thomas, Ontario.

Position overview:

The INN St. Thomas-Elgin seeks to provide safe, temporary shelter to individuals 16 and over while supporting all basic human needs and reducing barriers to obtain housing. This position supports the basic needs of shelter guests while reinforcing the role of the Housing Focused Case Managers. Reporting to the Program Manager, weekend staff ensure service delivery has the highest quality outcomes for all those using The INN. Services are delivered in a positive and welcoming work environment from a lens of cultural humility with a guest-centered, trauma informed, anti-oppression approach.

This is a regular part time position. Friday and/or Saturday 12 midnight to 8am. Additional shifts may be available according to organizational needs.

Candidates must provide proof of COVID 19 vaccination.

Wage: \$17 per hour.

Responsibilities

Professional Conduct:

1. Model and actively promote a positive, welcoming, non-judgmental, inclusive environment to all individuals accessing The INN, where every individual is treated with courtesy, respect, and compassion.
2. Maintain information in confidence as required.
3. Adhere to the Staff Code of Conduct while upholding and enforcing all agency policies and procedures.
4. Work collaboratively with staff, security, onsite partnering agencies and volunteers to provide exemplary guest service delivery.
5. Contribute to an environment that focusses on moving guests forward to obtain housing, including asking encouraging and prompting questions, providing reminders, and assisting in any way possible to moving guests to housing solutions by sharing information with Housing Focused Case Managers.
6. Ensure guests are aware of The INN expectations in a positive manner.
7. Treat the property of The INN and our landlord with due care, using resources sparingly and efficiently.

8. Represent the agency in a professional and engaging manner.

General:

9. Provide support, assistance, and encouragement to guests, referring to Housing Focussed Case Managers for additional support and referrals.
10. Collect basic identifying information, emergency contact, signature and signed consent form for any guests presenting during shift, notifying Housing Focussed Case Manager immediately to complete full intake, assessments, and protocols.
11. Ensure all appropriate documentation and recording are always maintained, reflecting professional, accurate, concise, objective, and relevant record keeping, promoting effective communication between staff and enhance service goals.
12. Responsible for reading applicable data base information at beginning of shift and recording in same at end of shift, sharing relevant information with incoming staff.

Community Engagement and Collaboration:

13. Monitor and respond promptly and appropriately to phone calls, messages, and emails.
14. Liaise with first responders and hospital staff as required within the scope of weekend responsibilities.
15. Process donations from community.

Housekeeping Responsibilities:

16. Carry out nightly operations including light housekeeping duties (mopping, staging/prepping food, laundering) to maintain the general cleanliness of The INN inside and out.
17. Responsible for ensuring The INN property is always accounted for and monitor guest use of items belonging to The INN, reporting any issues to leadership.

Professional Development and Accountability:

18. Participate in regular staff meetings as required and/or read minutes to review operational effectiveness, changes in policies and procedures, and in-service training.
19. Read case reviews, noting any action plans, and monitoring same.
20. As required and as applicable, make suggestions to the Program Manager that will improve efficiency, working conditions or procedures.
21. Participate in supervision and performance appraisal process.
22. Participate in ongoing professional development and training.

Health and Safety:

23. Work closely with security, immediately advising leadership of any safety and security needs.
24. Responsible for reporting immediately to leadership all workplace injuries or illness.
25. Responsible for following through on all safety and security procedures (including fire) as outlined in the policy and procedures manual.
26. Responsible for working in a manner as required by the employer and use the prescribed safety equipment, personal protective equipment, and clothing.
27. Responsible for reporting immediately to leadership, workplace hazards and dangers.
28. Make regular rounds throughout The INN for safety of and availability to guests.
29. Bagging and tagging of guest belongings who are no longer utilizing services as required. Clean beds and lockers as per procedures.
30. Ensure one staff is always available on shelter floor when guests are present.
31. Work in compliance with OH&S Act and Regulations and abide by The INN's health and safety policies and procedures.

Perform other position related duties as identified, required and/or assigned by leadership.

This position description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities of the incumbent.

This position description will be reviewed by the employee and supervisor on a regular basis.

Qualifications**Educational Requirements**

1. Social Service Worker/Community Service Worker diploma or related human/social services diploma/degree an asset. A combination of experience and relevant training may be considered. Post secondary students are welcome to apply.
2. First Aid/CPR, Non-Violent Crisis Intervention, WHMIS, AODA, Health and Safety Certificates or willingness and agreement to acquire.

Experience and Skilled Knowledge Requirements

3. Knowledge and application of housing focused practices and community resources.

4. Excellent interpersonal, agency and communication skills, ability to follow detailed instructions.
5. Manage high stress environment involving various and unpredictable tasks.
6. Understanding and support for a Housing First philosophy and issues relating to housing stability for vulnerable population groups.
7. Knowledge and sensitivity to the social and economic barriers and issues unique to the shelter system.
8. Sound judgment and collaboration when making decisions.
9. Sensitivity, compassion, and effectiveness when working with others.
10. Work with diverse populations including those struggling with acquiring and maintaining stable housing, minorities, those struggling with mental health and addictions and other members of the community.
11. Excellent computer and clerical skills- electronically create, upload, file and send documents, navigate a database, effectively manage email, utilizing functionalities to produce professional and error free reports.

Demonstrate the ability to undergo applicable screening and background checks successfully that are satisfactory to The INN, in its sole discretion and provide an original copy of a Background Check screening.

We will accommodate candidates as required under applicable human rights legislation.

If you require a disability-related accommodation during this process, please inform us of your requirements.

Interested applicants must respond in writing with a cover letter and resume to jobs@innelgin.ca

We thank all applicants, however, only those candidates to be interviewed will be contacted.

Application Deadline: Posting in effect only until suitable candidate(s) are secured.