



Operated by Inn Out of the Cold St. Thomas-Elgin

February 14, 2022

JOB POSTING: RELIEF SUPPORT STAFF

Position Overview:

Reporting to the Program Manager, the role of Relief Support Staff is to maintain a stable shelter environment in the absence of regular reception, housing focused case manager, or other shelter support staff. Services at The INN are delivered in a positive and welcoming work environment from a lens of cultural humility with a guest-centered, trauma informed, anti-oppression approach.

Conditions of Employment:

Proof of being fully vaccinated for COVID-19 is mandatory.

Clean and completed Police Vulnerable Sector Check at Employee's own expense. Original document.

Certification in CPR and First Aid at Employee's own expense.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- a) Social Service Worker/Community Service Worker diploma or related human/social services degree.
- b) Education and experience in fields familiar with individuals experiencing homelessness, trauma, addictions, and mental health challenges an asset, e.g. social services, emergency services, corrections. Retired individuals from these fields are encouraged to apply!
- c) Non-violent Crisis Intervention, WHMIS, AODA, Health and Safety certificates or willingness and agreement to acquire.

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 Shelter Support Staff
6. Ensure guests are aware of The INN expectations in a positive manner.
7. Treat the property of The INN and City of St. Thomas with due care and caution, using resources sparingly and efficiently.
8. Represent The INN in a professional and engaging manner.

General/Service:

Depending on the shift assignment your duties may include all or some of the following:

9. As first point of contact and as representative of The INN, outstanding friendly customer service and strong de-escalation skills are a must for this role.
10. Monitor, covid screen and record all those who enter the shelter including guests, staff, volunteers, and community partners.
11. Participate in diversion conversations with each new guest to prevent admission where possible.
12. Collect basic identifying information, emergency contact, signature and signed consent form for any guests presenting during shift, notifying day staff immediately to complete full intake, assessments, and protocols.
13. Ensure all appropriate documentation and recording is always maintained, reflecting professional, accurate, concise, objective, and relevant record keeping to promote effective communication between staff and enhance service goals.
14. Identify guests that need to become document ready and pass on this information to Housing Focused Case Manager.
15. Manage guest amnesty bin program.
16. Provide support, assistance, and encouragement to guests, referring to day staff for additional support and referrals.
17. Read applicable data base information at beginning of shift and record in same at end of shift.
18. Execute a complete and effective transfer of shift, communicate to oncoming staff all updates or pertinent information in a clear, objective, factual manner.

Community Engagement and Collaboration:

19. Monitor and respond promptly and appropriately to phone calls, messages, and emails.
20. Contact and liaise with first responders and hospital staff as required within the scope of responsibilities.
21. Gratefully receive donations from community, properly acknowledging, documenting, and processing items for use.

Housekeeping:

22. Keep work area clean, organized and clutter free.
23. Carry out shift operations including light housekeeping duties (mopping, staging/prepping food for breakfast, laundering) to maintain the general cleanliness of The INN inside and out.
24. Sort and keep tidy The INN supplies – including toiletries, linens/towels, guest clothing, office supplies etc., and notify leadership of items requiring restocking before supplies run out.
25. Ensure The INN property is always accounted for and monitor guest use of items belonging to The INN, and notify leadership of any issues.
26. Clean beds and lockers as per procedures.
27. Bag and tag belongings of guests who are no longer utilizing The INN services.

Professional Development and Accountability:

28. Work independently and participate as an active and responsible team member in a cooperative team environment.

29. Participate in regularly scheduled staff meetings as required and/or read minutes to review operational effectiveness, changes in policies and procedures, and in-service training.
30. As required and as applicable, make suggestions to the Program Manager that will improve efficiency, working conditions or procedures.
31. Participate in supervision and performance appraisal process.
32. Participate in own goal setting, ongoing professional training and learning opportunities.

Health and Safety:

33. Ensure one staff is always available on shelter floor when guests are present.
34. Know and adhere to all safety and security procedures (including fire) as outlined in the policy and procedures manual.
35. Work in a manner as required by the employer and use the prescribed safety equipment, personal protective equipment, and clothing.
36. Make regular rounds throughout The INN for safety of and availability to guests.
37. Contribute to the safety of staff, guests, visitors and donors (eg monitoring the environment for potential risks to safety and addressing these in a professional and expedient way).
38. Work closely with staff and security, and immediately notify leadership of any safety and security needs.
39. Immediately notify leadership of all workplace injuries or illness.
40. Immediately notify leadership of any workplace hazards and dangers.
41. Work in compliance with OH&S Act and Regulations and abide by The INN's health and safety policies and procedures.

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

EXPERIENCE AND SKILLED KNOWLEDGE:

42. Balancing mental stresses, conflicting needs and demands.
43. Managing guest distress, unpredictable and threatening behaviour.
44. Housing First philosophy understanding and support for issues relating to housing stability for vulnerable population groups.
45. Housing focused practices and community resources.
46. 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.
47. Social and economic barriers and issues unique to the shelter system.
48. Crisis situation de-escalation of individuals.
49. Understanding and maintaining boundaries with guests.
50. Excellent interpersonal, agency and communication.
51. Collaborative decision-making utilizing sound judgment.
52. Sensitivity, compassion, and effectiveness when working with others.
53. Following detailed instructions.
54. Organizing work.
55. Computer and clerical skills to electronically create, upload, file and send documents, navigate a database, effectively manage email, utilize functionalities to produce professional and error free reports.

This job 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.