



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

January 1, 2022

## **JOB POSTING: RECEPTION & INTAKE WORKER – Casual/Relief** (commencing January 2022)

*An emergency shelter open 24 hours/day, 7 days/week, 365 days/year.  
10 Princess Avenue, St. Thomas, Ontario.*

This is a part-time/casual position, with hours scheduled to ensure the needs of The INN are properly attended to.

No guaranteed hours/shifts.

Some shifts will be pre-planned. Some shifts will be on a call-in basis.

Flexibility required to work any time of the day, any day of the week, including Public Holidays.

### **Agency and 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. Reporting to the Program Manager, the role of Reception & Intake Worker provides first point of contact and a welcoming environment to all entering 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.

### **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.

**Wage:** \$16.57-\$17.00/hour. *The INN is a living wage employer.*

### **KEY 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.
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, using resources efficiently.
8. Represent the agency in a professional and engaging manner.

**Service:**

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. Collect basic identifying information and signed Code of Conduct for any new guests presenting during shift, notifying Shelter Staff immediately to complete full intake, assessments, and protocols.
11. Monitor, covid screen and record all those who enter the shelter including guests, staff, volunteers, and community partners.
12. Manage amnesty bin program.
13. Receive agency and guest mail and deliveries and distribute.
14. Ensure all keys and access cards are recorded and accounted for during shift.
15. Clearly, quickly, and confidently summon and engage with emergency services as required.
16. Monitor surveillance cameras and controlled access to allow access to appropriate areas.
17. Ensure all appropriate documentation and recording are always maintained, reflecting professional, accurate, concise, objective, and relevant record keeping, promoting effective communication.
18. Read applicable data base information at beginning of shift and recording in same at end of shift, sharing relevant information with incoming staff and security.
19. Demonstrate ability to work with minimal supervision. Self-motivated and disciplined.
20. Demonstrate ability to use tact and diplomacy when dealing with the others.
21. Exhibit good listening and interpersonal skills, have good oral/written communication skills.

**Community Engagement and Collaboration:**

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

**Housekeeping:**

25. Ensure The INN property is always accounted for and monitoring guest use of items belonging to The INN, reporting any issues to leadership.
26. Keep work area clean, organized and clutter free.

**Professional Development and Accountability:**

27. Demonstrated ability to work independently and participate as an active and responsible team member in a cooperative team environment.
28. Participate in regular staff meetings and/or read minutes to review operational effectiveness, changes in policies and procedures, and in-service training.
29. As required and as applicable, make suggestions to the Program Manager that will improve efficiency, working conditions or procedures.
30. Participate in supervision and performance appraisal process.
31. Participate in ongoing professional development and training.

**Health and Safety:**

32. Contribute to the safety of staff, guests, visitors, and donors (e.g., monitoring the environment for potential risks to safety and addressing these in a professional and expedient way).
33. Work closely with staff, immediately advising leadership of any safety and security needs.
34. Report immediately to leadership all workplace injuries or illness.
35. Follow through on all safety and security procedures (including fire) as outlined in the policy and procedures manual.
36. Work in a manner as required by the employer and use the prescribed safety equipment, personal protective equipment, and clothing.
37. Maintain the security of property at all times.
38. 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 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.

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

**QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

## **Education and Certifications:**

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.

Education and experience in fields familiar with individuals experiencing homelessness, trauma, addictions, and mental health challenges an asset. E.g., social services, emergency services, correctional officers **\*Retired individuals from these fields are encouraged to apply!**

2. Non-Violent Crisis Intervention, WHMIS, AODA, Health and Safety Certificates or willingness and agreement to acquire.

## **Experience and Skilled Knowledge:**

3. Excellent interpersonal and communication skills, demonstrated ability to follow detailed instructions.
4. Demonstrated ability to effectively de-escalate individuals in crisis situations.
5. Manage high stress environment involving various and unpredictable tasks.
6. Knowledge and sensitivity to the social and economic barriers and issues unique to the shelter system.
7. Sound judgment and collaboration when making decisions.
8. Sensitivity, compassion, and effectiveness when working with others.
9. 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.
10. Demonstrated ability to organize work.
11. Demonstrated ability to understand and maintain boundaries with guests.
12. 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.

The INN 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](mailto:jobs@innelgin.ca)

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

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