



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

February 16, 2022

JOB POSTING: WEEKEND OVERNIGHT SUPPORT

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.

Wage: \$17 per hour.

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 diploma/degree an asset. A combination of experience and relevant training may be considered. Post secondary students are welcome to apply.
- b) 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 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/Service:

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:

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. Ensure The INN property is always accounted for and monitor guest use of items belonging to The INN, and notify leadership of any issues.

Professional Development and Accountability:

18. 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.
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 own goal setting, ongoing professional training and learning opportunities.

Health and Safety:

23. Work closely with staff and security, and immediately notify leadership of any safety and security needs.
24. Immediately notify leadership of all workplace injuries or illness.
25. Immediately notify leadership of any workplace hazards and dangers.
26. Follow through on all safety and security procedures (including fire) as outlined in the policy and procedures manual.
27. Work in a manner as required by the employer and use the prescribed safety equipment, personal protective equipment, and clothing.
28. Make regular rounds throughout The INN for safety of and availability to guests.
29. Bag and tag belongings of guests who are no longer utilizing services as required. Clean beds and lockers as per procedures.
30. Ensure one staff is always available in dorm area to attend to guests.
31. 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:

32. Knowledge and application of housing focused practices and community resources.
33. Excellent interpersonal, agency and communication skills, ability to follow detailed instructions.
34. Manage high stress environment involving various and unpredictable tasks.
35. Understanding and support for a Housing First philosophy and issues relating to housing stability for vulnerable population groups.
36. Knowledge and sensitivity to the social and economic barriers and issues unique to the shelter system.
37. Sound judgment and collaboration when making decisions.
38. Sensitivity, compassion, and effectiveness when working with others.
39. 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.
40. 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.

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.