



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental Health &
Addiction Services

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
Services de santé mentale
& de toxicomanie

SHELTER WORKER, LOW BARRIER SHELTER

INCUMBENT: 1.0 FTE

REPORTS TO: Coordinator of Shelter Services

PROGRAM: Low Barrier Shelter

APPROVED BY:

DATE APPROVED/REVISED: March 2020

HOURS: Hours will Vary

POSITION SUMMARY:

Reporting to the Coordinator of Shelter Services, the Shelter Worker (SW) will work within a low barrier environment and provide assistance, support and advocacy to individuals accessing the service when identified by the individual based on their needs.

The SW will be required to work days, evenings, weekdays, weekends and holidays as required.

ESSENTIAL JOB RESPONSIBILITIES:

1. Provides support to individual to assist in their recovery

- Providing assistance and support to individuals.
- Developing and maintaining effective individual/ staff relations
- Assisting all individuals with referrals to support services as identified by the individual
- Recognizing and respecting individuals that are accepting service self-direction
- Demonstrate harm reduction and recovery oriented practice (ROP) philosophy and practices within daily work and interactions
- Outreach services as required; building relationships with potential service recipients and referring agencies
- Participates in the safety of the program participants at all times.

2. Assists in the daily functions of the shelter

- Ensuring individuals follow program rules and regulations.
- Completing daily documentation as per program requirements
- Cleaning/Sanitation duties as per shift rotation.
- Communicate with medical services when medical issues are identified

3. Works within the Policies and Procedures of the CMHA

- Works to achieve the agency and program goals
- Maintains and collects appropriate records of data, research and interactions as per agency guidelines.

4. Professionalism

- Represents program and agency in a professional manner through embracing and fostering the CMHA culture, mission, respectful communication and ethical decision making.
- Represents service/program or agency in the community and complies with service area policies.

5. Avails self of opportunities for professional development

- Complete and participate in CMHA training as per agency standards
- Attend enhanced learning opportunities and educational sessions when offered.

6. Reports to supervisor and participates in supervision as directed.

- Participating in supervision with Coordinator as required and completion of performance appraisals as per the CMHA standard.
- Actively contributes to the improvement of the services offered and the processes through which these services are delivered.

Knowledge and Skills may include:

- Effective verbal and written communication skills
- Strong work organization and time management skills
- Strong negotiation, consultation and collaboration skills actively working towards resolution.
- Ability to work independently and as part of a team with community partners
- Creative problem solving skills

Education and Experience may include:

- Completion of a diploma or degree in a human services area (minimum 2 years).
- Minimum of 1 year of experience; in effectively working with marginalized populations experiencing homelessness and a demonstrated ability to form rapport with target population.
- Experience within the Mental Health/Addictions setting considered an asset.
- Certification in First Aid & CPR; Certification in NVCI an asset
- Bilingualism (French/English) is essential for 50% of positions

JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

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| Teamwork and Collaboration | Expresses positive expectations of others in terms of their abilities, expected contributions and responsibilities. Speaks of team members in positive terms. Is looked to by team members as a valuable source of information. |
| Coping | Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands. |
| Assertiveness | Able to maturely express one's feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position. |
| Perceptivity | Able to interpret verbal and non-verbal behavior; to develop accurate perception and understanding of others feelings, need, values and opinion; to be sensitive to and aware of personality differences and conflicts. |
| Interaction | Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport. |

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization