



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, Off the Street  
Shelter

**PROGRAM:** Harm Reduction & Shelter  
Services

**APPROVED BY:** Director

**DATE APPROVED/REVISED:** March  
2020/2022

**HOURS:** NIGHT SHIFT (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 based on their needs.

The SW will be required to work **nights**, days, 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 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 human services (minimum 2 years) OR  
A post-secondary degree or diploma in a human services area (1 year) plus 1 year experience working in the addictions/mental health field or with marginalized populations.
- Experience within the Mental Health/Addictions setting considered an asset.
- Certification in First Aid & CPR; Certification in Non-Violent Crisis Intervention(NVCI) is an asset
- Fluency in English is essential. Bilingualism (French/English) is essential for 40% of positions.

## JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

<b>Teamwork and Collaboration</b>	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.
<b>Coping</b>	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.
<b>Assertiveness</b>	Able to maturely express one's feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position.
<b>Perceptivity</b>	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.
<b>Interaction</b>	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