



**Canadian Mental Health Association  
Shuswap/Revelstoke Branch**

**JOB DESCRIPTION**

---

<b>Job Title:</b>	Shelter Support Worker
<b>Work area:</b>	Shelter Services
<b>Areas of Responsibility:</b>	341 Fraser Ave. NW
<b>Reports to:</b>	Team Lead Shelter and Outreach Services, Manager of Supporting Homefulness
<b>Bargaining Unit:</b>	HEU, Community Sub-sector
<b>Classification:</b>	Grid 21, Benchmark 81501
<b>Developed:</b>	January 2023, Revised November 2023

---

**Job Summary**

A Shelter Support Worker provides assistance and support to shelter guests and supports the overall operations and success of the program. The Shelter Support Worker will provide a variety of day to day physical, emotional, and social supports. Supporting the safety and security of the program guests while they are staying at the shelter.

**Typical Duties and Responsibilities**

- Provide feedback and input regarding guests needs, performance, and progress.
- Supports guests connecting to program and services.
- Orientating guests into the shelter space and working with them to check out in the morning.
- Participate in and oversee various guest-focused social and recreational activities.
- Identify available social, economic, recreational, and educational services and resources in the community that will meet guests needs. Provides guests with related information.
- Assist guests with activities of daily living.
- Assist guests to sort out options and develop plans of action while providing necessary support and assistance.
- Refer guests to other social services or assist residents in locating and utilizing community resources including legal, medical, and financial assistance, housing, employment, transportation, day care and other services.
- Connect with guests - give support, and discuss any difficulties or problems.
- Complete and maintains related records and documentation such as statistics, progress reports, and daily logs.



- Receive guests feedback, and inquiries and complaints, and responds as required.
- Perform housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and laundry.
- Perform outdoor residence maintenance as required.
- Identifies and reports building issues.
- Provide direction to volunteers/practicum students as required.
- Perform other related duties as assigned.

### **Qualifications**

- Grade 12
- Social Service Certificate preferred
- Valid Class V BC Driver's License
- Must have use of personal vehicle
- Experience in Supportive Housing/Shelter
- Certificates in CPR, First Aid, Non-Violent Crisis Intervention and Food Safe
- Recent, related experience of one year or an equivalent combination of education, training and experience or other qualifications determined to be reasonable and relevant to the level of work.

### **Typical Skills and Abilities**

- Ability to work independently and in cooperation with others
- Must be able to establish and maintain a positive rapport with guests and team members
- Ability to communicate effectively, both verbally and in writing
- Ability to plan, organize and prioritize
- Ability to observe and recognize changes in residents
- Ability to instruct using various methods
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills
- Positive advocacy skills
- Must be agreeable to a flexible work schedule (days, evenings, and weekends)
- Must be computer literate
- Good physical and mental health, and able to carry out the duties of the position.
- We follow the Provincial Health Orders and require proof of double vaccination of COVID19.