



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

JOB DESCRIPTION

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