



north east outreach
and support services

SHELTER WORKER POSITION DESCRIPTION

DUTIES

- Client Care
 - Complete client intake & discharge
 - Provide client support, referrals, safety planning and advocating
 - Manage crisis interventions
 - Provide transportation as required
- Daily Operations
 - Cleaning, cooking & general household maintenance
 - Answer Crisis Line
 - Uphold house regulations
- Facilitation
 - Ensure opportunities for life skills & education
 - Provide opportunities for recreational activities
- Administrative Duties
 - Maintain client files
 - Gather confidential data & documentation
 - Attend meetings
 - Perform general office duties
- Community Relations
 - Ensure donations are recorded, sorted and washed prior to storage
 - Deliver community presentations

EXPECTATIONS

- Follow a strict code of confidentiality at all times
- Adhere to agency policies and procedures
- Work independently and in a team atmosphere, in accordance to the agency philosophy, mission and goals
- Complete administrative documentation related to position duties, including outcome measurements, statistics, report writing, timesheets, and expense claims
- Maintain professional and ethical boundaries
- Be non-judgmental, respectful, empathetic to clients' needs, and a healthy role model
- Participate in community awareness initiatives and training as directed by the Executive Director
- Complete required valid training within 30 days of hire:
 - Crisis Line
 - CPR/First Aide
 - Safe Food Handling Course/WHMIS

QUALIFICATIONS

- Minimum of Grade 12 and 2 years experience in the human services field
- A combination of education and experience required to fulfill the duties above
- Crisis management skills are an asset
- Experience and knowledge of Microsoft Office
- Excellent interpersonal and communication skills
- Ability to manage and prioritize multiple tasks
- Ability to work flexible hours including evenings, nights and weekends
- Demonstrate knowledge of and empathy for victims of interpersonal violence
- Must live within the service area of North East Outreach and Support Services Inc.
- Possess a valid Saskatchewan driver's license
- Must be prepared to provide a criminal records check, vulnerable persons check and third party liability