

Shelter Support Workers

JOB SUMMARY

Reporting directly to the designated *Supervisor of the Emergency Shelter for the Homeless* (Harvest House or House of Nazareth), the *Shelter Support Workers* (SSW) will ensure that all clients are provided front-line services and have their individual needs met.

SSW will work in direct collaboration with shelter team members, various medical / mental health staff and volunteers to help all guests adhere site rules and guidelines.

Here is a list of tasks that could be required from the SSW, but are not limited to:

- Assist with admissions and discharges, as needed. If the client is suspected of carrying weapons and / or drugs, etc., perform searches of the individual's belongings.
- Provide newly admitted clients with a "tour" of the shelter (visual aid of layout to ensure that all proper PH guidelines are followed), review all rules and regulations and answer all questions they may have.
- Guide newly admitted clients to their assigned bed and help them store all their belongings in designated storage areas.
- Ensure that clients have access to required hygiene products / PPE (i.e. towels, soap, shampoo, masks, sanitizers, etc.). Facilitate clients having opportunities to complete personal hygiene in a timely fashion.
- Assist clients with social needs and supports (i.e. applying for Social Assistance, access to various services, etc.).
- Conduct half hour rounds of facility / rooms / designated ground areas to ensure that clients are complying with all rules and regulations of the shelters.
- Wake all clients up at designated hours (unless clients are not well and require additional rest and / or stated otherwise by medical staff). Facilitate opportunities for personal care, completion of chores, and bed making.
- Assist during meal and snack times (i.e. distribution of food, drinks and snacks), as well as clean-up as needed.
- Between breakfast and lunch, supervise clients' shower schedule, pre-arranged appointments with medical staff or mental health / addiction services.

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- In the afternoon, circulate within the facility / rooms/ designated grounds to ensure all clients are complying to rules, regulations and PH guidelines.
- Ensure that lights are out at designated times and that clients are in their assigned beds.
- Coordinate various activities for clients, while respecting PH guidelines (i.e. provide books, iPads, movies, etc.).
- Dispense bags for laundry services collection as needed.
- Alert medical staff if a client appears to be in any type of distress, perform CPR – First Aid and call 911 as needed.
- Ensure that all client information is placed in HIFIS and / or proper shift documentation be completed before end of shift.
- Supervise use of the telephone by dialing all outside numbers.
- Assist medical staff in distribution of medication and / or required medical attention.
- Assist with maintaining cleanliness and order of the shelter by maintaining the storage room, shelter office, lost and found, and cleaning closet up to set standards
- In case of an incident, follow designated protocols.
- Complete incident reports as per designated policies and procedures of the Emergency Shelter in which you are working.