

Job Description

Lookout Housing and Health Society is the “safety net” which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

Job Title: Shelter Supervisor	Classification:
Benchmark Match: Support Worker 2 – 81502 Program Coordinator 1 – 82900, 30924	Date Prepared: July 4, 2008

Summary of Responsibilities

The Supervisor reports to the Site Manager or designate of the Housing Centre, and works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout’s Code of Ethics. The Supervisor carries out a variety of duties related to supporting clients while at an emergency shelter including assessments of needs, providing support that meets the crisis needs of clients entering the shelter including, but not limited to developing a plan of action, being an advocate for the client, arranging for the provision of housing, food, clothing, services and support toward solutions of issues that have rendered them homeless. The Supervisor deals with the public, other service agencies and professionals involved in the support of the clients.

Duties and Responsibilities

1. Supervises the daily operations of the Shelter Program including staff duties, attendance and adherence to policies and procedures.
2. Provides constructive feedback and direction as required to Shelter Staff, provides comprehensive orientations to new employees.
3. Ensures service engagement, case planning, case management and discharge planning are consistent with program mandate and follows established policies and procedures; performs tasks associated with engagement of clientele and service delivery.
4. Provides the Site Manager with information required to conduct performance reviews for Shelter Staff.
5. Performs scheduling functions as required, including ensuring all shifts are filled and no overtime is accrued without the approval of the Manager.
6. Works with external service providers to ensure the program is relevant, coordinated and integrated with the larger continuums of care.

7. Provides assistance to clients through methods such as identifying and discussing problems; developing with the client a flexible plan of action to ensure basic needs are met including housing, meals, health, treatment, legal and financial needs, while encouraging self-sufficiency as much as possible. Monitors the clients' progress toward resolution of problems through methods such as motivating and facilitating participation in programs.
8. Follows up on immediate client crisis support by performing duties such as making referrals to support agencies or groups, liaising with agencies to obtain services for clients and advocating for clients where clients are facing difficulty or denial of services.
9. Assists clients in interacting with a variety of external community/government service groups such as Long Term Care (LTC), Social Services, mental health teams, legal services, activity centres, hospitals, police and clinic personnel by performing duties such as liaising with and providing information based on client disclosure and documented observations and being an advocate for Clients. Assistance may involve taking clients to appointments. Identifies service gaps to Supervisor.
10. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues and supporting others through methods such as sharing knowledge and information.
11. Advocates for clients by performing duties such as problem solving in areas such as landlord-tenant disputes, financial assistance, accessing community/government resources and obtaining volunteer placements.
12. Assesses and accepts clients by performing duties such as interviewing potential clients, gathering information, determining suitability for Lookout programs based on criteria and knowledge of situation, making referrals to other programs and services as required, welcoming new clients to the shelter, informing clients of the aid available and making clients comfortable through methods such as providing support, supervision, food, clothing and shelter.
13. Observes clients and their environments to ensure the safety of clients and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interacting with clients including observing client behaviour, investigating disturbances, dealing with client emergencies in accordance with guidelines and reporting incidents to appropriate staff or authorities. Defuses volatile situations through methods such as non-violent crisis intervention techniques. Records observations for communication to other staff.
14. Completes and maintains related manual and computerized records and documentation by performing duties such as documenting interactions with clients, maintaining statistical data, completing individual files, medication charts and accounting forms.
15. Assists clients with self care skills and skills to improve their physical, social and emotional health through demonstrating such skills as maintaining personal hygiene, housekeeping, meal planning and preparation, meeting financial obligations, making and keeping appointments and interpersonal skills.
16. Assists in providing orientation to new employees or students by performing duties such as familiarizing individuals with the policies and procedures or equipment of the facility and/or work area and demonstrating work procedures. Gives tours of services offered by Lookout.

17. Provides direction to client(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting client(s), volunteer(s) and/or community placements in completing functions and maintaining their work and attendance schedules.
18. Provides care to clients and non-clients in need, through methods such as providing first aid, gives input to financial workers regarding financial needs/budget abilities, gives input to medical workers regarding medical needs and treatment and may include dispensing medications as prescribed and in accordance with established health plans.
19. Performs a variety of cleaning duties such as toilet cleaning, bed-making as needed, bathing of clients as appropriate, general clean up of assigned area
20. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

Grade 12, Standard First Aid Certificate, plus three (3) years of recent related experience or an equivalent combination of education, training and experience.

Demonstrated proof of two (2) years' sobriety if having alcohol/drug problems.

Crisis Intervention Skills Training an asset.

Skills and Abilities

- i. Demonstrated knowledge/familiarity/experience with related resources such as welfare system, mental health system, health services, and addiction services and related support organizations.
- ii. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment and maintain appropriate client/worker boundaries.
- iii. Demonstrated ability to deal with others effectively and supervise.
- iv. Demonstrated ability to organize work to manage high workload with multiple priorities.
- v. Demonstrated ability to work independently and with minimal direction.
- vi. Demonstrated excellent planning and organizational skills. Demonstrated good judgment skills, tact and discretion.
- vii. Demonstrated research and analysis skills to investigate and resolve issues and recommend solutions.
- viii. Demonstrated ability to communicate effectively both verbally and in writing.
- ix. Demonstrated ability to work during significant level of interruptions.
- x. Demonstrated physical/mental ability to perform the duties of the job.
- xi. Demonstrated ability to provide work direction.
- xii. Demonstrated ability to operate related equipment including good proficiency with computers.

As of the signed date, I have read and understood the above job description.

Job Description
Residential Service Supervisor
Lookout Housing and Health Society

Signature

Date