

*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 DESCRIPTION – CASE WORKER (Shelter)

**Classification:** Client Services

**Benchmark:** Support Worker 2 (81502)

**Grid:** 34

**Date Prepared:** July 19, 2003

**Date Updated:** July 24, 2023

### JOB SUMMARY:

The Shelter Case Worker (SCW) reports to the Site Manager and works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout’s Code of Ethics. SCWs are direct support staff working within a drop-in and peer support for homeless adults who struggle with a variety of issues such as homelessness, addictions and mental health. SCWs carry out a variety of duties related to supporting and referring guests to services.

### JOB DUTIES (In Brief):

- Provide support, supervision, and assistance to homeless adults who may be facing multiple barriers
- Assist guests with identifying and assessing needs/issues and developing a flexible plan of action to ensure basic requirements are met; may relate to housing, food, health, legal, financial, and other needs
- Follow up on crisis support by referring to various community and other services to ensure a safe and supportive environment for all
- Provide other related on-site services
- Complete required records and maintain statistical data
- Support others in the shelter who are in need of assistance
- Provide assistance for new staff
- Job duties are complex and may have a few disagreeable factors

### QUALIFICATIONS & COMPETENCE:

- Related Diploma or Certificate; or minimum Grade 12 education, plus two (2) years of recent related experience; or equivalent combination of education, training, and experience
- Familiarity with community resources; particularly addiction, mental health, welfare and harm reduction
- **Must have current Occupational First Aid Level 1 Certificate**
- **Must have two doses of COVID 19 Vaccine**
- Crisis Intervention Skills Training is an asset
- Demonstrated Case Planning skills
- Ability to work independently or in a team setting
- Strong ability to manage stress and organize workload
- Excellent communication, writing, documentation, and organizational skills
- Understands and maintains clientele/worker boundaries
- Ability to work with disadvantaged and challenging adults in a diverse environment

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Lookout Housing and Health Society

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- Strong physical and mental ability to perform work tasks and operate job related equipment
  - A minimum of two (2) years of sobriety if you have had concerns related to alcohol and/or drug use
  - Criminal Record Clearance – Vulnerable Sector

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

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