



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 – SHELTER RESOURCE WORKER

Classification: Client Services

Benchmark: Support Worker1 (81501)

Grid: 21

Date Prepared: August 10, 2003

Date Updated: July 18, 2023

JOB SUMMARY:

The Shelter Resource Worker (SRW) 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. SRWs are direct service staff working within a 24-hour, 7-days-a-week emergency shelter for homeless adults who struggle with a variety of issues such as homelessness, addictions, and mental health. The SRW provides intakes, orientations, and support for guests entering the shelter. The SRW will connect with public service agencies relevant to the needs of the shelter guests.

DUTIES AND RESPONSIBILITIES:

- Provide support, supervision, and assistance to homeless adults who may be facing multiple barriers
- Accept referrals, and identify and share information with a variety of Lookout’s external resources
- Refer guests to a variety of community services
- Interview and provide basic necessities; ensuring a safe and supportive environment for all
- 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 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; such as addiction, mental health, income assistance and harm reduction
- **Must have current Occupational First Aid Level 1 Certificate**
- **Must have two doses of COVID 19 Vaccine**
- Crisis Intervention Skills (CPI), Naloxone and Trauma Inform Practice training is an asset
- 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
- 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 required

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