



# Job Description

*Lookout Emergency Aid 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 Case Worker**

Classification: unclassified

Benchmark Match: Support Worker 2

Date Prepared: July 19, 2003

Revised June 1, 2006

## **JOB SUMMARY:**

The Shelter Case Worker reports to the Emergency Services Manager or designate and works in accordance with the mission and philosophy of Lookout Emergency Aid Society including following Lookout's Code of Ethics. The Shelter Case Worker 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 Shelter Case Worker deals with the public, other service agencies and professionals involved in the support of the clients.

## **DUTIES AND RESPONSIBILITIES:**

1. 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.
2. 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.
3. 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.

4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. Performs a variety of cleaning duties such as toilet cleaning, bed-making as needed, bathing of

i clients as appropriate, general clean up of assigned area

14. 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 with related resources such as Mental Health System and related Agencies, Welfare System and related Agencies and Addiction Support organizations.
- ii. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.
- iii. Demonstrated ability to work independently.
- iv. Demonstrated ability to communicate effectively both verbally and in writing.
- v. Demonstrated physical/mental ability to perform the duties of the job.
- vi. Demonstrated ability to deal with others effectively.
- vii. Demonstrated ability to operate related equipment.
- viii. Demonstrated ability to provide work direction.
- ix. Demonstrated ability to understand and maintain client/worker boundaries.
- x. Demonstrated ability to organize work.