

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 29, 2019
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JOB SUMMARY:

The Shelter Case Worker reports to the Program Manager or designate and works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout’s Code of Ethics. The Shelter Case Worker carries out a variety of duties related to supporting guests while at an emergency shelter including assessments of needs, providing support that meets the crisis needs of guests entering the shelter including, but not limited to; developing a plan of action, being an advocate for the guest, 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 guests.

DUTIES AND RESPONSIBILITIES:

1. Provides assistance to guests through methods such as identifying and discussing problems; developing with the guest 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 guests’ progress toward resolution of problems through methods such as motivating and facilitating participation in programs.
2. Follows up on immediate guest crisis support by performing duties such as making referrals to support agencies or groups, liaising with agencies to obtain services for guests and advocating for guests where guests are facing difficulty or denial of services.
3. Assists guests 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 guest disclosure and documented observations and being an advocate for guests. Assistance may involve taking guests 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 guests 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 guests by performing duties such as interviewing potential guests, 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 guests to the shelter, informing guests of the aid available and making guests comfortable through methods such as providing support, supervision, food, clothing and shelter.
7. Observes guests and their environments to ensure the safety of guests and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviors, interacting with guests including observing guest behavior, investigating disturbances, dealing with guest 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 guests, maintaining statistical data, completing individual files, medication charts and accounting forms.
9. Assists guests with self-care 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 guest(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting guest(s), volunteer(s) and/or community placements in completing functions and maintaining their work and attendance schedules.
12. Provides care to guests and non-guests 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 guests as appropriate, general clean up of assigned area
14. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

- Diploma in Community Social Service
- OFA 1 First Aid Certificate
- Recent related experience of three (3) years
OR an equivalent combination of education, training and experience
OR other qualifications determined to be reasonable and relevant to the work.
- A minimum of two (2) years sobriety if having alcohol and/or drug problems.

Skills and Abilities

- Knowledge/familiarity with related resources such as: Mental Health, Income Assistance, Harm Reduction, Trauma Informed Practice, Addictions Support organizations, etc.
- Ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively both verbally and in writing
- Ability to organize and prioritize work
- Ability to observe and recognize changes in guests
- Ability to establish and maintain rapport while maintaining boundaries with guests
- Home management skills
- Ability to provide work direction
- Suitability to work with disadvantaged and challenging adults in a diverse environment.
- Conflict Resolution and Crisis Intervention Skills
- Advocacy Skills
- Ability to deal with others effectively

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