



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 19, 2019
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JOB SUMMARY:

The Shelter Resource 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 Resource Worker carries out a variety of duties related to the operation of an emergency shelter including accepting referrals based on predetermined criteria, intake and orienting guests, providing support that meets the needs of guests entering the shelter including but not limited to the provision of food, clothing, and support toward the resolutions of issues that have rendered them homeless. The Shelter Resource Worker deals with the public, other service agencies and professionals involved in the support of the guests.

DUTIES AND RESPONSIBILITIES:

1. Performs guest intake based on established criteria. Notifies Shelter Case Workers and identifies services on resource lists for guests that are not admitted.
2. Welcomes new guests to Lookout, informing guests of the aid available and making guests comfortable through methods such as providing support, supervision, food, clothing and shelter.
3. Provides assistance to guests through methods such as identifying and sharing information on a variety of Lookout or external community/government resources including services providing: housing, meals, health, treatment, legal and financial needs. Documents guests’ activities and resources used based on guest disclosure and worker provided information.
4. Follows up on immediate guest crisis by performing duties such notifying emergency services, identifying support and service agencies or groups.
5. 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.
6. Performs a variety of cleaning duties such as toilet cleaning, bed-making as needed, general clean-up of assigned area and running errands such as laundry.

7. Assists guests with self-care skills through methods such as providing support and encouragement to guests to maintain personal hygiene, housekeeping, meal planning and preparation, financial obligations and appointments.
8. Provides assistance to guests and non-guests in need, through methods such as providing first aid, distributing medications as prescribed and in accordance with established health plans; provides health related information to medical workers. Receives and distributes money to guests following instructions from the source of funds.
9. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergencies and supporting others through methods such as sharing knowledge and information.
10. 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 behaviours, interacting with guests 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.
11. 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.
12. 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.
13. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

- Grade 12
- Certificate in Community Social Service
- Class 5 BC Drivers' License
- OFA 1 First Aid Certificate
- Food Safe Certificate
- Recent related experience of one (1) year
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 with guests
- Home management skills
- Ability to instruct
- Suitability to work with disadvantaged and challenging adults in a diverse environment.
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills

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