

CLASSIFICATION GRID: 10 NEW GRID 33
(As of April 1, 2019)

BENCHMARK TITLE: SHELTER SUPPORT WORKER

BENCHMARK NUMBER: 82400

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Provides security, advocacy, and supportive counselling to women and children in crisis, around the issues of alcohol and drug abuse, and violence.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Monitors and ensures the safety of clients and the facility by performing duties such as screening telephone calls and visitors, and securing the building.
2. Provides advocacy to clients in crisis by performing duties such as assisting clients to obtain financial assistance, referring clients to counselling services, assisting clients to attain affordable housing, and identifying community resources to meet client needs.
3. Provides supportive counselling and emotional support to clients in crisis, including facilitating shelter and group support meetings.
4. Assists clients to ensure that home management functions are completed, including shopping, housekeeping, and house maintenance, by performing duties such as making inquiries, providing reminders, and providing resources, advice, and demonstrations as required.
5. Interviews clients, gathers background information, determines clients' suitability for the program, and makes referrals to other programs and services as required.
6. Completes and maintains related records and documentation such as incident reports and daily logs.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical 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 organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to handle conflict
- Awareness of issues affecting women and children such as family violence, cross cultural issues, addictions, AIDS, mental illness and sexual abuse