



JOB POSTING
Men's Services
Shelter Support Worker- Hotel
(3-Month Contract with Possibility of Extension)
Multiple Positions
Wage- \$19.24- \$21.96
Posting No. MS0121

POSITION SUMMARY:

The Shelter Support Worker (Hotel) will work as part of a team to provide practical support and advocacy to service users from client-centered, trauma-informed, harm reduction and anti-oppressive perspectives. The Shelter Support Worker will be required to work at both the Men's Emergency Shelter Hotel, and the Men's Emergency Shelter (James Street N.) depending on program needs.

KEY RESPONSIBILITIES:

- Monitor and interact with residents on all shifts, acting as part of the case management team and participating in the development and implementation of individualized case plans
- Maintain security of residents and buildings on all shifts
- Perform essential residential functions, e.g., intake, documentation and records and reporting
- Communicate with members of the case management team on issues regarding resident's stays
- Process information, both written and by computer
- Communicate and coordinate care with manager, supervisors, co-workers, and a variety of community resources
- Work with and provide direction to volunteers and students, providing support and instruction to ensure policies and procedures are followed
- Work safely, identify any health and safety concerns and report these to management, and follow Mission Services' workplace health and safety policies and procedures at all times
- Other duties as required to ensure the continuation of service to service users

QUALIFICATIONS:

- Successful candidates will hold at minimum a diploma in Social Service Work, Addictions or a degree in Social Sciences
- Understanding of addictions issues and/or crisis shelter operation; experience working with homeless men is an asset
- Strong interpersonal skills
- Must be able to work independently and effectively as part of a team
- Excellent written and verbal communication skills
- Computer-literate; familiar with Microsoft Office
- Knowledge of workplace health & safety
- Committed to upholding the organization's mission, values and standards
- Second language is an asset

HOURS OF WORK:

- 12-hour shifts, 36-48 hours per week
- Ability to work a flexible schedule of day, evening, nights and weekend shifts as needed in order to meet the needs of the program
- The Shelter Support Worker will be required to work at both the Men's Emergency Shelter Hotel, and the Men's Emergency Shelter (James Street N.) depending on program needs

REQUIREMENTS:

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test
- Proof of COVID-19 vaccination, or willingness to register to receive this vaccination as soon as possible

To apply for this position, please send your cover letter and resume by 5:00PM on December 9, 2021 to:

Director of Human Resources

Mission Services of Hamilton

Email: HR@mission-services.com

At Mission Services of Hamilton, we value diversity in our employees and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion.

We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates. We encourage applications from individuals from underserved and underrepresented cultural and racial communities, from First Nations Inuit and Metis communities, Two-Spirit, LGBTQIA+ communities, and people living with disabilities

Mission Services is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.