



JOB POSTING
Men's Emergency Services
Men's Emergency Shelter
Shelter Support Worker
Full-Time, Permanent
1 Position
(12-Hour Shifts – Day & Evening, Weekdays & Weekends)
Wage: \$22.08 to \$24.86 Per Hour
(Includes Benefits & RRSP) *
Posting No. MS0421

POSITION SUMMARY:

The Shelter Support Worker will work as part of a team to provide practical support and advocacy to service users from a client-centered, trauma informed, harm reduction and anti-racist, anti-oppressive perspective.

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 residents stays
- Process information, both written and by computer
- Communicate with manager, team 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 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 services to residents

QUALIFICATIONS:

- Successful candidates will hold at minimum a diploma in Social Service Work, Addictions or degree in Social Science
- Understanding of addictions issues and/or crisis shelter operations
- 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 and safety
- Committed to upholding the organization's mission, values and standards
- Second language is an asset

HOURS OF WORK:

- 85.75 Hours every two weeks following an Averaging Agreement
- 12-hour shifts from 7:00AM to 7:00PM and 7:00PM to 7:00AM (required to be at work 15 minutes before scheduled shift time to participate in shift change)
- Ability to work a flexible schedule of days and nights both weekdays and weekends in order to meet the needs of the program

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

COMPENSATION:

- Hourly starts at \$22.08 per hour
- *Benefits after 3-months of continuous, active employment
- *Group RRSP employer matching up to 3% after one (1) year of continuous employment

To apply for this position, please send your cover letter and resume by 5:00PM on September 21, 2023 to:

Director of Human Resources

Mission Services of Hamilton

Email: HR@mission-services.com

To ensure that Mission Services follows a fair, consistent recruitment and selection process, candidates may be selected for interview once the posting closes as per the date noted in this posting.

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, people living with disabilities, and those with lived experience of abuse, food insecurity, homelessness, mental health difficulties and addictions.

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.