



## JOB DESCRIPTION

**JOB TITLE:** Shelter Support Worker

**JOB SUMMARY:** CMHA's Emergency Shelter provides basic needs and support to Kamloops' homeless, homeless-at-risk, and street entrenched population. We work collaboratively to develop realistic community awareness of homelessness and provide an important link between homeless men and women and the resources they need – including services such as shelter, food, hygiene, mental health and addictions support, housing advocacy, space for pets and life skills support.

**REPORTS TO:** Shelter Manager or designate.

**REQUIRED EDUCATION, TRAINING AND EXPERIENCE:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Related Degree or Diploma in Human/Social Service or related field or a combination of education, training and experience;
- Valid Occupational First Aid Level 1, Food Safe and Naloxone Training required;
- WHMIS preferred.

**Knowledge, skills and abilities:**

- Effectively work in both a team environment and independently;
- Good, demonstrable computer skills including emails and basic computer usage;
- Sensitivity towards individuals with mental illness and substance misuse;
- Excellent interpersonal skills;
- Good verbal and written communication skills;
- Effective critical thinking skills;
- Ability to work with animals of varying temperaments and physical conditions;
- Able to reach, bend and frequently lift up to 50 pounds;
- Be able to move quickly during times of crisis.

**RESPONSIBILITIES & KEY DUTIES:**

**Client Support**

- Support clients; register, check-in, monitor, assess behavior and overall well-being;
- Administer lifesaving interventions such as CPR, Narcan and other overdose recovery procedures;
- Work with clients to teach life skills;
- Document background information and history and monitor clients' progress and well-being;
- Observe and assess agitation levels in order to proactively defuse potentially aggressive situations.



### Client pet care and support:

- Process incoming animals, making assessments and recommendations regarding health, behavior and fostering at intake;
- Conducting ongoing health checks;
- Assist in maintaining the accuracy of animal identification records at the shelter;
- Assist in the referral process to **Four Paws Food Bank** explaining procedures, discussing fostering concerns and providing printed information.

### Program Support

- Work within a multi-disciplinary team liaising with others to promote a supportive environment;
- Ensure flow of critical information including documentation and shift change to bring forward issues and occurrences that take place while on shift;
- Support strategies that encourage the involvement of all in providing and developing CMHA's services;
- Promote a mutually supportive environment that emphasizes collaborative approaches and values the contributions of all members, including staff and clients.

### Other Duties

- Perform day-to-day administrative duties including maintaining HIFIS database, client intakes, maintenance reports and assisting other staff with completing paperwork;
- Effectively de-escalate, diffuse, and monitor overall shelter environment for safety;
- Assist in meal preparation;
- Housekeeping duties including the proper cleaning and disposing of human and animal bio-hazard materials;
- Work within a multi-disciplinary shelter team, liaising with other shelter support staff, Case Managers and supervisor to promote a supportive, respectful environment;
- Effective time management including ability to prioritize and assist with shelter activities.
- Perform all kennel duties in accordance with established procedures and training level. May clean and disinfect kennel and cage areas, intake areas and other animal care areas according to procedures.
- Other duties as assigned.

**WORK ENVIRONMENT, ATTENDANCE, TRAVEL and PHYSICAL DEMAND** *The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

- This position requires speaking to clients about resources and shelter, resolving and deescalating issues that may arise at program, client management, working with people with disabilities, mental health and substance use disorder, walking, sitting, reaching with hands and arms. Some aspect of work involves computer usage, sitting for long or short periods of time, and general administrative duties.



Canadian Mental  
Health Association  
Kamloops

- Work is primarily done in an office style environment.

By signing below, I agree that I have read and understand the Shelter Support Worker job description

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Employee name

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Date

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Employee signature