



## Rowan House Society

### We are Hiring: Shelter Support Worker

#### 2 (two) Positions

1 (one) Maternity Cover – approx. 5 months

1 (one) Full-time rotation

**Job Title:** Shelter Support Worker

#### **Main Purpose of the Job:**

The Emergency Shelter program has two distinct components that can support clients and the community:

- Support Line
- Emergency Shelter

The Support Line offers crisis and emotional support, information, and referrals to community resources to individuals who are or have experienced domestic violence and abuse. The Support Line is available 24 hours per day, 365 days a year, which can be offered in multiple languages. When the Support Line Worker is not scheduled, this position will be supported by the Shelter Support Workers.

The Emergency Shelter is a client centred program delivering short term crisis orientated case management for clients experiencing domestic violence and abuse. The Emergency Shelter Support Workers assist clients with crisis support, safety planning, goal setting, education, and referrals to community resources that will support clients through their journey.

#### **Duties and Responsibilities:**

- Complete all admissions procedures to the Emergency Shelter
- Provide support to clients by providing an overview of the Emergency Shelter, programming, and services offered
- Provide clients with case management, emotional support, advocacy, safety planning, goal setting, education, and community resource referrals
- Complete the Danger Assessment Lethality Tool and make required adjustments to the safety planning process
- Ensure the safety of clients through the enhancement of their formal and informal supports and by following the Emergency Shelter safety protocols
- Facilitate the weekly domestic violence and abuse education groups and other support groups for Emergency Shelter clients
- Responds effectively to all Support Line callers who are requesting information, safety planning, and navigation of community resources, when Support Line Worker is not scheduled.
- In collaboration with the housekeeping team, ensure nutritious meals are planned, scheduled, and provided for clients
- In collaboration with the housekeeping team, ensure common areas are clean and tidy and that client bedrooms are prepared for future clients
- Complete required documentation such as case notes, critical incident reports, and client feedback surveys
- Collaborate with all Rowan House Society programs to provide aligned and integrated case management strategies to ensure that client needs are met
- Participate in the On-Call rotation as assigned by the Program Coordinator

- Perform other duties as required by the Program Coordinator

**Qualifications:**

- Bachelor of Social Work /Bachelor of Arts in Social Science or an equivalent combination of education and experience may be considered
- A minimum of two years' experience in any of the following areas is required: domestic violence and abuse, Children Services, homelessness or addictions, mental health concerns
- Effective time management skills
- Knowledge of the effects of domestic violence and abuse
- Knowledge of trauma-informed practices and Rowan House Society mission, vision, and values
- Knowledge of community resources, specifically in the Foothills area
- Commitment to understanding cultural humility, diversity and supporting equality of opportunities
- Awareness of the unique cultural and spiritual needs of Indigenous individuals, families, and communities. A strong understanding of the realities and issues that impact the Indigenous communities.
- Able to plan, organize and prioritize responsibilities to meet deadlines. Can effectively manage multiple tasks and varying workloads
- Must be discreet and maintain confidentiality to safeguard the security of Rowan House
- Ability to work together in a team setting by being positive, professional, and approachable
- Ability to maintain a calm manner, utilize critical thinking strategies in unpredictable circumstances and to respond effectively
- The ability to maintain professional boundaries with staff members and clients
- Ability to manage risk and to promote high ethical standards of practice

**Certificates:**

- A Criminal Record and Vulnerable Sector and Child Intervention Check are conditions of employment
- Must have current CPR and First Aid Certificate
- Must have current Suicide Intervention Training
- Must have Non-Violent Crisis Intervention
- Must be registered with an associated professional body if required
- Naloxone Poisoning Prevention Certificate
- Valid driver's license with a clear driver's abstract and reliable transportation

**Working Conditions:**

- Flexibility is required within this role, evening and weekends may be required
- This position is a not a remote position, it requires you to be in the Emergency Shelter

### **Physical Requirements**

- ***Strength Parameters***

You may be required at times to lift boxes or event kits to and from events, as well as put up the event tents. As well as move larger, heavy items in shelter. You may also be required to lift or carry children weighing up to 60 pounds.

- ***Motion Parameters***

You may be required to sit at your desk for extended periods of time.

- ***Vision and Hearing Requirements***

You may be required to sit at your computer for extended periods of time.

Please email resume and cover letter to Carlee Marchbank at [carleem@rowanhouse.ca](mailto:carleem@rowanhouse.ca) by March 13, 2024.