



**SHELTER HOUSE**  
T H U N D E R B A Y

---

**JOB DESCRIPTION FOR**  
**COMMUNITY SUPPORT RESOURCE WORKER (Emergency Shelter House)**

**REPORTING:** IS RESPONSIBLE TO AND REPORTS DIRECTLY TO THE OPERATIONS SUPERVISOR

**FUNCTION:** TO ADDRESS CLIENT NEEDS IN A CLIENT-FOCUSED, HOLISTIC MANNER AS A KEY MEMBER OF A MULTI-DISCIPLINARY TEAM.

**A. CLIENT SUPPORT SERVICES**

1. Receive and admit clients according to designated procedures.
2. Maintain client confidentiality.
3. To refer clients as needed to the Case Manager and/or Social Navigator.
4. Assess and assist with a client's personal needs e.g. hygiene, nutrition, medical, and/or emotional.
5. Support a harm reduction model of client care.
6. Communicate effectively with clients including active listening and problem-solving.
7. Monitor client activities and provide effective intervention in crisis situations.
8. Monitor incoming/outgoing people and direct visitors appropriately.
9. Work cooperatively and effectively with other staff, volunteers, & clients.
10. Update and maintain accurate client information using the HIFIS database.
11. Assist in cleaning, laundry, and other housekeeping activities as required.
12. Prepare, cook, and distribute meals with safe food handling and preparation, safety, and health standards, with assistance from volunteers and clients.
13. Work to ensure the security and safety of the building, staff, and clients.

**B. BUILDING MAINTENANCE**

1. Assist with inventory control as delegated by Operations Supervisor.
2. Report any necessary maintenance to the Operations Supervisor.
3. Perform other duties as assigned by the Operations Supervisor.

**C. HEALTH & SAFETY RESPONSIBILITIES**

1. Report all health and safety concerns to an Operations Supervisor or a representative of the Joint Occupational Health & Safety Committee.
2. Take every reasonable precaution to ensure the safety and well-being of clients.
3. To work in a healthy and safe manner.



**SHELTER HOUSE**  
T H U N D E R B A Y

---

#### **D. VOLUNTEER / DONATION SUPPORT**

1. Provide assistance to volunteers, as required.
2. Accept all donations in an appropriate manner.
3. Maintain accurate records of all donations.

#### **E. CONDITIONS OF EMPLOYMENT**

1. Available to work scheduled shifts which may include:
  - a. Day: 7:30 am - 3:30 pm
  - b. Evening: 3:30 pm - 11:30 pm
  - c. Midnight: 11:30 pm - 7:30 am
2. Must be bondable.
3. Must be willing to undertake regular training and attend staff meetings.

#### **F. QUALIFICATIONS**

1. Enrollment in, or graduation from, a related program such as Police Foundations, Addictions Counselling, Personal Support Worker, Social Work, Aboriginal Canadian Relations, and Aboriginal Community Advocacy is an asset.
2. Education and/or Experience in directly assisting persons with psycho/social/physical, educational, emotional, and/or environmental conditions; or those with substance use issues.
3. Strong communication skills specifically in conflict resolution and nonviolent crisis intervention.
4. Previous experience working in a shelter environment is an asset.
5. Previous experience with life skills such as cooking, cleaning, and managing finances is an asset.
6. Knowledge of harm reduction, community service agencies, and the homeless population are assets.
7. Demonstrated ability to use sound judgement, perform job duties with minimal supervision, and problem solve.
8. Demonstrated ability to establish and maintain effective working relationships with clients, staff, community agencies and the public.
9. Valid First Aid/CPR, Safe Food Handling, Mental Health First Aid, [Smart Serve](#) certifications are assets.