

<b>Position Title:</b> Shelter Worker	<b>Reports to:</b> Shelter Coordinator(s)
<b>Position Type:</b> Casual as needed basis	<b>Location:</b> To be confirmed upon hire

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**Purpose:** To provide support for guests staying at pop up shelter sites and/or hotel sites. With the onset of COVID-19 the federal government has provided funding to the non-profit sector to staff temporary shelters that enable existing homeless shelters to meet social distancing regulations. Hotels are also funded for shelter guests who are awaiting COVID-19 testing or who are self-isolating.

## OVERVIEW

This position provides welcoming and supportive environment for HRM's homeless population to be safe, sheltered, fed and cared for, while adhering to public health regulations. Shelter Workers are responsible for monitoring and supporting guests with responsibilities that include:

- Being the first point of contact, completing an Intake Forms and reviewing behaviour guidelines.
- Modelling and encouraging health protocols for COVID-19, including social distancing.
- Communicating effectively with guests, other team members, other staff and security.
- Supporting guest dignity by ensuring communication and conduct is carried out respectfully.
- Deescalating anxiety, restlessness, tensions or disputes that guests may experience.
- Ensuring guest or staff concerns are raised in a timely manner to the Coordinator(s).
- Providing Coordinators and staff for the next shift with any pertinent information that will help with the smooth transition from one shift to the next.

## WORKING CONDITIONS

- Pop-Up shelter sites have three staff per-shift per-shelter. Hotel staffing is determined by the number of guests. A ratio of 1 staff per 8 guests is the guideline with a starting point of two people (either two staff, one staff and one security guard etc.) on each shift.
- The work environment requires moderate amounts of walking, climbing, standing, sitting, lifting, carrying, and daily interactions with colleagues and guests.
- This position is often fast-paced and requires moderate amount of mental effort to analyze information, problem solve and support people.
- Pay is \$20/hr. with 4% in lieu of sick leave. Payroll is by the Affordable Housing Association.

## QUALIFICATIONS AND CHARACTERISTICS

- A proactive team player with excellent problem-solving skills.
- Excellent compassionate, respectful communication skills required.
- Natural ease, desire and capacity to work amongst vulnerable populations.
- Shelter work, health care work or social work experience an asset.
- Excellent English verbal communication and good written communication.
- Work experience with marginalized communities an asset.
- Customer service experience an asset.

Applicants are asked to send an email with a **resume and cover letter** to [contactliamp@gmail.com](mailto:contactliamp@gmail.com).