

Shelter Support Worker-Part-Time

Principal Function:

To proactively and responsively provide emotional and spiritual support to help meet the immediate and long-term transitional needs of inner city community members. To aid in the screening and intake of patrons requesting the services of the emergency shelter. Provide the necessary operational support and security at the shelter. As part of Siloam Mission's mandate to be a connecting point between the compassionate and less fortunate, you will be expected to facilitate volunteers whenever possible in the performance of your duties.

Key areas of Responsibilities:

1. Team

- Be a team member who has the best interest of Siloam Mission at heart so that together we serve our patrons and volunteers to the best of our ability with equality, fairness and dignity.
- Communicating with the Coordinator of Frontline Services and Programs regarding: Patron progresses, challenges or issues.
- Maintain accurate and timely individual patron progress reports, staff reporting sheets, incident reports and barred patron list.

2. Shelter

- Work first hand with the inner city community providing loving care and support
- Complete screening and intake of patrons seeking shelter accommodations and services
- Provide information and referrals for shelter patrons
- Responsible for implementation of shelter rules and building security
- Handle all emergencies by contacting appropriate staff/agencies
- Report any incidents and complete incident reports
- Provide general shelter clean-up; report any maintenance needs to the Shelter Manager
- Distribute linens, clothing, toiletries and any other items supplied by shelter
- Represent the Siloam Mission statement of belief to the patrons, volunteers and community
- Work as a team with other staff members

3. Resources/ Referrals

- Keep up to date with the resource manual and knowledgeable of services provided by agencies dedicated to serving the inner city community to

provide our patrons with an awareness of all the services available to them

- Refer patrons to appropriate transitional opportunities and agencies that can assist them in a positive and helpful manner

4. Relationship w/ patrons & volunteers

- Working alongside patrons/patron volunteers building relationships to provide a community of trust & respect
- Provide informative volunteer training and supervision treating all volunteers respectfully and politely so they know what their expectations are, feel comfortable in the inner city environment, and have a positive experience while at Siloam
- Create a positive environment/experience for volunteers and other staff by working together, communicating clearly, and building up one another

Knowledge, Skills, and Abilities:

- Demonstrated ability to work as part of a team
- Excellent interpersonal skills and the ability to form relationships with marginalized individuals
- Knowledge of community resources for homelessness, health, mental health and substance use
- Demonstrated understanding of the unique issues and barriers affecting the less-fortunate
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries

Additional Information:

- Part-time - ability to work nights on a shift rotation basis
- Willingness to work in both the Emergency Shelter as well as the Drop In Centre is a welcomed flexibility
- Siloam is a Christian Humanitarian organization; discussion and agreement with Siloam Mission's Statement of Beliefs is part of the interview/acceptance process (<http://www.siloam.ca/about-us/beliefs-values/>)
- Wages and benefits are competitive in the non-profit sector

To Apply

Please send résumé and cover letter to:

Frank Ulrich

Human Resources Manager

Siloam Mission

300 Princess St, Winnipeg MB R3B 1M3

Email: frank.ulrich@siloam.ca