



Position: Warming Center Associate

Department: Welcome Center

Status: Full Time (7:00 a.m. to 3:30 p.m.), 5-month contract. November 30th to April 15th.

Primary Work Location: 502 Spadina Ave

Position Summary: The Warming Center Associate will operate within the Welcome Center Program at 502 Spadina Ave. and will report to the Team Leader or PIC.

Position Responsibilities:

- Handle referrals, respond to emails, phone calls, complaints, or other correspondences in a timely and responsible manner; be available at intake office.
- Provide information on Scott Mission's services, eligibility criteria and policies to clients and families; provide referral services.
- Work within a team to provide a warm, welcoming environment for the clients.
- Provide client support as directed to assist clients with various needs including laundry, shower, drop-in service, food or clothing bank, etc.
- Support, when needed, in distributing hot meals, clothing, receive and transfer donations as required.
- Respond to crisis in a swift and calm manner, de-escalate and resolve conflicts; Make work notes and fill out incident reports.
- Follow Overdose protocols and procedures.
- Act as building security at the beginning and end of each shift; monitor all entrance to ensure safety.
- Ensure guests are safe and are accounted for at all times.
- Oversee dining room and kitchen set up, clean up and meals/snacks distribution.
- Continue ongoing training as recommended by Intake Advocacy Manager
- Attend bi-weekly Shelter staff meetings and Welcome Center meetings.
- Support Team Leader with communicable disease protocols, including but not limited to, cleaning and sterilizing common areas.
- Receive Donations
- Monitor inventory supplies.
- Other duties as assigned.

Required Experience and Education:

- Relevant support care experience
- Minimum education level: completion of college diploma in social work or related field

- Familiar with Microsoft Office Suite (Dynamics, Excel, Word)
- Current First Aid/CPR level Certificate, Naloxone, AODA, SMIS, IPAC,
- Current CPI training and Food Handling training
- Ability to travel to other TSM facilities to support programs as needed.
- Previous security experience an asset
- Excellent communication skills, ability to speak other languages an asset.
- Superior conflict resolution and problem-solving skills, ability to deal with crisis situations.
- Ability to respond to crisis/potential crisis quickly.
- Dependable and alert, ability to monitor the shelter with minimal supervision.
- Able to work nightshifts and weekends, flexibility for shift rotations.

A combination of education and experience that demonstrates the ability to perform the responsibilities of this position may be considered in lieu of stated education and experience requirements.

Interested applicants are invited to apply with a copy letter and resume: careers@scottmission.com

The Scott Mission welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Employment is conditional to results of Police Reference Check and satisfactory reference.