

Position: Shelter Associate

Department: Shelter

Status: Full Time (afternoon shift 1:00 p.m. to 9:30 p.m.) Permanent

Primary Work Location: 502 Spadina Ave or 346 Spadina Ave

Position Summary: The Afternoon Shelter Associate will operate within the Shelter Program at 502 Spadina Ave. and supporting at 346 Spadina Ave. as needed and will report to the Team Leader or PIC.

Position Responsibilities:

- Handle referrals, respond to emails, phone calls, fill out 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.
- Provide flexibility in rules, regulations, and providing services with empathy.
- Work within a team to provide a warm, welcoming environment for the clients that may have mental health concerns.
- Provide client support as directed to assist clients with various needs including laundry, shower, basic needs, etc.
- Support, when needed, in distributing hot meals, emergency clothing, receiving and transferring 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, providing flexibility, as directed by the Shelter Manager.
- 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 Shelter Manager
- Attend bi-weekly Shelter staff 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, Toronto Shelter Standards, 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.