

Shelter and Pop Up Support Staff

Full -Time Temporary

November to April

Anticipated start date: November 15, 2023



Salary: \$20.00 per hour

Shift: Monday to Friday 3:00 p.m. to 11:30 p.m. in Osborne Village shifting to Siloam Mission 8:00 p.m. to 8:00 a.m. Sunday to Saturday when temperatures are -10C and below.

Reports to: Just a Warm Sleep Operations Supervisor at 1JustCity and Coordinator of Pop up Shelter at Siloam Mission

About 1JustCity

1JustCity operates drop-in sites in three vulnerable Winnipeg neighborhoods: the West End, West Broadway, and Osborne Village. In the winter months, we also operate an Emergency Overnight Warming Shelter called Just a Warm Sleep.

We provide services to over 1200 unique individuals weekly and work with people living in poverty; experiencing homelessness or precarious housing, mental health issues and/or addiction, social isolation, oppression due to race or gender identity, and more.

Learn more: 1justcity.ca.

Job Purpose

The Drop In and Pop Up Shelter Support Staff is an integral part of 1JustCity's programming and they work closely with all the staff and programs within the organization. You assist in programs and drop-in activities. You provide support to community members and assist them in accessing 1JustCity services. You perform daily clean-ups in the gathering area, complete daily logs and process donations.

Shelter and Pop Up Support Staff is a point of contact for guests accessing the overnight shelter. This assists in information gathering, bed tracking and welcoming of guests working alongside the JaWS Operations Supervisor, the JaWS Intake Worker, and Community Safety Hosts and shelter volunteers to ensure that guests have a safe and positive experience.

When temperatures are -10 or below, you will shift the Pop Up Shelter housed at Siloam Mission for an overnight shift of 8:00 p.m. to 8:00 a.m. to community members using trauma informed and culturally safe practices.

Duties and Responsibilities

- Intake/registration.
- Support the strategic direction of 1JustCity's vision and goals.
- Build relationships with guests on a non-judgmental and non-threatening basis.
- Learn guests by name so they may be greeted .
- Assist guests with needs and ensure they understand programs and supports available to them including connecting guests with programs at 1JustCity and to access the services and resources they need.
- Respond to emergency situations, including those aggressive in nature.
- Complete incident reports, daily logs and other required documents, data and reports. Maintain statistical data including data entry and reporting if required.
- Provide professional compassionate feedback and address behavioral concerns with guests; prepare and complete incident reports, daily logs and other required documents and reports; assist community members with their housing plans; respond to emergency situations that occur in the drop-in and shelter.
- Identify and assist guests to access relevant resources for health, sexual health, addiction, housing, income assistance and other community resources.
- Provide basic need and harm reduction supplies.
- Maintain cleanliness of the program area which may include cleaning, daily laundry tasks and bathroom or shower maintenance.
- Assist programs and services as needed including incoming donations and monitoring the donation room.
- Assist with duties related to setting up the JAWS shelter including, preparing bagged meals, arranging sleeping mats, cleaning, stocking supplies and more.
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- Welcome guests and give orientation of the shelter procedures.
- Locate and facilitate transportation to alternate emergency shelters, safe spaces and health care centers.
- Document in the JAWS Daily Communication tool.
- Other duties as assigned by the JAWS Operations Supervisor or Shelter/Housing Lead.

Pop-Up services:

- Provide direct support to community members accessing the Pop Up Shelter at Siloam Mission.
- Incorporate a Housing-Focused approach when working with community members.

- Use a Behaviour Based approach when working with community members and restorative practices when dealing with behavioural issues.
- Prepare and complete incident reports, daily logs, and other required documents and reports and respond to emergency situations that occur in the overnight Pop-Up space.
- Support the team in the daily clean-ups in the Shelter and overnight Pop-Up space.
- Ensure guidelines for baggage limitations are being followed and explained.

Essential Skills, Experience and Education

- Post-secondary education in relevant social services or an equivalent relevant experience.
- Cultural competency skills, knowledge, experience, and awareness, Anti-Oppressive Practice and Trauma Informed Care.
- Strong understanding of internal and external resources, such as government systems and mechanisms experienced for participants, community resources for homelessness, health, mental health and substance use and harm reduction.
- Certificates in NVCI, ASIST, CPR First Aid, Mental Health First Aid preferred.
- Experience working with HIFIS4 database is an asset.
- Manitoba Personal Health Information Act training certification, or willingness to obtain.
- Demonstrated understanding of working with marginalized communities, including the ability to use an anti-oppression lens and awareness of the social determinants of health.
- Professional and responsible with sensitive and confidential issues, creative problem solving and strong advocacy skills.
- Excellent interpersonal, conflict resolution, communication and written skills.

Qualifications and Abilities

- Knowledge of Winnipeg resources for individuals experiencing poverty, homelessness, mental health challenges, drug and alcohol dependency, and/or gender-based violence are considered an asset.
- Strong communication and interpersonal skills and ability to build relationships with individuals from diverse backgrounds.
- Ability to work independently, as part of a diverse team and take direction.
- Ability to work flexibly in a high stress environment, adapting to the needs of the guests.
- Ability to work from a non-judgmental perspective and seeks to understand other perspectives, needs, values, and opinions.

- Possess computer skills including a proficiency with Google Docs, Sheets, and Gmail. As well as Microsoft Office.
- Demonstrates analytical and problem solving skills.
- Ability to practice personal and professional boundaries.
- Experience using HIFIS or willingness to learn.
- Qualified Indigenous applicants with specified education and/or life experience will be prioritized.

Requirements

- Minimum of 1 to 3 years of experience working in a similar role.
- Criminal Record Check, Child Abuse check and Adult Abuse check.
- Basic First Aid with CPR - C and AED.
- Naloxone training.

Working Conditions

- This position is a full time position with shift work including shifts at Siloam Mission. Staff will be provided with notice when shifting to Siloam to support the Pop Up Shelter.
- Fast paced environment with occasional high pressure or emergency situations.
- Possibility to encounter conflict, violence, illegal substances, sharps, human matter, and mental health crisis.
- Work is performed primarily in a drop in and shelter main space with use of laptop, printer, and hard copy documents.
- Some physical work, including lifting, bending, climbing stairs, carrying up to 35 pounds is likely.

1JustCity is an equal opportunity employer and we encourage individuals of minority, who are comfortable, to self-identify. Preference will be given to Indigenous candidates

Please submit a resume and cover letter to the attention of the Hiring Committee with the title of the position in the subject line. The cover letter should indicate how your experience meets the job requirements. Please include contact information (phone number and/or email address) in your application.

Please apply on ca.indeed.com or by email: jobpostings@1justcity.ca

We thank everyone for their interest, however only candidates selected for an interview will be contacted.